

<b>POSITION TITLE:</b>	<b>Consumer Response Officer</b>
<b>FTE:</b>	<b>0.9 FTE (34.2 hours per week)</b>
<b>CLASSIFICATION:</b>	<b>Band 4.1.12 SCHADS Level 2</b>
<b>DIVISION:</b>	<b>Community Services</b>
<b>PROGRAM:</b>	<b>NDIS - Services</b>
<b>LOCATION:</b>	<b>Hybrid, in accordance with the Windermere Ways of Working with your primary location being the South Eastern Melbourne region, including outreach to support consumers (if applicable to your position).  Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.</b>
<b>TENURE:</b>	<b>Ongoing</b>
<b>DATE:</b>	<b>November 2024</b>

## 1. ABOUT WINDERMERE

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations, to help those who need it most. Established in 1992, our aim remains constant; to build stronger, connected and supported communities.

Working together with our community, we deliver many services through critical partnerships with government to meet our purpose.

We aim to get in early to help children, families and individuals find the best solutions for their varied and complex issues.

Our support comes in many forms with a focus on intervention, prevention and education to make a difference in the areas of:

1. **Family Wellbeing** by promoting positive behavioural changes, providing parenting supports and responding to violence and/or neglect to achieve safety and stability
2. **Disability Support** by providing assistance to identify the right supports and goals that matter most to enable people of all abilities to actively participate in their communities
3. **Development & Early Childhood Education** by delivering accredited quality early childhood and care services and specialist early intervention services to help children reach their full potential
4. **Victims Assistance** by providing timely and ongoing practical and emotional support for victims of trauma, assault and/or violent crime
5. **Community Strengthening** by mobilising support services to respond quickly to emergencies, disasters and emergent needs.

We believe that everyone is someone in our community and this is reflected in our approach with those we work with every day.

## 2. OUR PURPOSE, VISION AND VALUES

**Our Purpose:**

We get in early to make a difference in the lives of individuals, families and communities.

**Our Vision:**

A stronger, connected and supported community.

**Our Promise:**

Our many services working together with you for a better life.

**3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES**

Key Result Areas	Responsibilities	Performance Measures
<b>Consumer Response Service</b>	<p>Promptly respond to all incoming calls, emails, walk-ins or enquiry forms, answering directly or directing to relevant staff as appropriate.</p> <p>Provide an effective and consumer focused intake service by:</p> <ul style="list-style-type: none"> <li>• Responding to service enquiries</li> <li>• Assisting consumers to navigate their NDIS Plan</li> <li>• Convert prospects into consumers</li> <li>• Case note conversations</li> </ul> <p>Seek consent to engage Windermere NDIS services and on-board new consumers according to the relevant service requirements.</p> <p>Liaise with service team leaders and allocate new consumers to service delivery staff per their instructions and service procedures.</p> <p>Maintain accurate waitlists for each service and implement allocations from this document as directed by service team leaders.</p> <p>Effectively identify other relevant Windermere services for consumers and seamlessly refer consumers to the relevant team.</p> <p>Undertake follow up process for all enquiries not converted into consumers.</p> <p>Timely completion of service agreement renewals for continued service provision.</p> <p>Processing administrative tasks associated with consumer closures.</p> <p>Accurately and timely management and data capturing in multiple databases,</p>	<p>General and program specific enquiries are responded to efficiently and within program and organisational KPIs and NDIS guidelines.</p> <p>Service specific onboarding and allocation requirements are consistently met (and within NDIS guidelines).</p> <p>Service agreements are accurate and completed in a timely manner.</p> <p>Backend onboarding processes are completed in a timely manner.</p> <p>Data input is timely and accurate.</p> <p>Reports are prepared and disseminated within program and organizational KPI's.</p> <p>Greet and communicate effectively with all staff and consumers.</p>

	<p>including NDIA portals, as requested by Manager.</p> <p>Prepare accurate and timely reports as requested by Manager.</p> <p>Proficiently use Microsoft Excel to enter data, edit and maintain spreadsheets and produce reporting tables, flowcharts and graphs.</p> <p>Provide back up support to Consumer Response Officer colleagues and Administration officers as required.</p>	
<p><b>Organisational expectations and directives in relation to policies and procedures and the organisation’s purpose, vision and values.</b></p>	<p>Familiarise yourself with and adhere to Windermere’s Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations.</p> <p>Demonstrate dedication and commitment to work in accordance with Windermere’s values and behaviours.</p> <p>Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor.</p> <p>Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices.</p> <p>Meet the challenges of change as it occurs within the service and organisation.</p> <p>Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor.</p> <p>Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.</p>	<p>Ensure policies, procedures and codes are complied with at all times.</p> <p>Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct.</p> <p>100% attendance at performance reviews.</p> <p>Completion of induction and orientation within set timeframes.</p> <p>Positively embrace and adopt change as it occurs.</p> <p>Ensure arrangements are made so that 100% of courses are attended or completed.</p> <p>Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</p> <p>Protect the rights, safety and wellbeing of children and provide a child safe environment.</p>

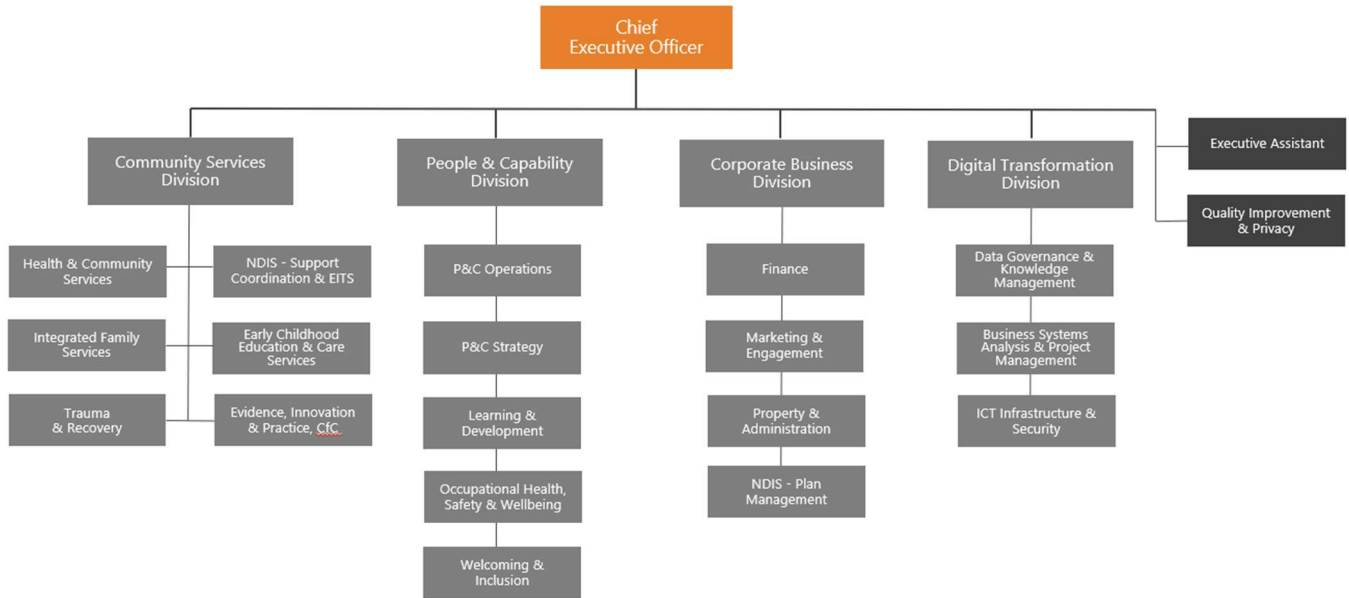
The employee will be expected to perform other duties outside those set in this position description as directed from time to time which are within the employee’s skill, qualification, experience and competence level to meet the organisation’s operational needs.

This position description may be amended from time to time at the organisation’s discretion. Where there is inconsistency between KPIs in this position description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to creating equitable environments for consumers and employees, this by building diverse and inclusive services and workspaces, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy as we seek to provide a diverse workforce at all levels.

#### 4. ORGANISATIONAL RELATIONSHIPS

### Organisational Structure



- LINE MANAGER:** Manager – NDIS Services
- SUPERVISES:** Nil
- INTERNAL RELATIONSHIPS:** Consumer Response and Administration team, Early Intervention & Therapy Service, Support Coordination team, Plan Management team, Property
- EXTERNAL RELATIONSHIPS:** Consumers, referrers, other stakeholders

#### 5. KEY SELECTION CRITERIA

- Minimum two (2) years administration experience in similar/comparable not-for-profit organisation.
- Strong understanding of the NDIS framework and requirements
- Excellent organisational and time management skills, with the ability to prioritise competing priorities
- Exceptional communication and interpersonal skills, with a commitment to the consumer experience
- Ability to work independently as well as part of a team
- Proficiency in using client management systems and Microsoft Office Suite, especially Excel.
- Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.
- Current Victorian Drivers’ Licence
- Willingness to undertake relevant pre-employment screening and checks - including NDIS worker screening check, Police Check, Pre-Employment Medical and Working with Children's check
- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

#### 6. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria

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- Current Resume
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I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

**Occupant:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_