

POSITION TITLE:	Manager - NDIS Services
FTE:	0.8 (30.4 hours)
CLASSIFICATION:	Band 5.5
DIVISION:	Community Services
PROGRAM:	NDIS Services
LOCATION:	<p>Hybrid, in accordance with the Windermere Ways of Working with your primary location being the South Eastern region, including outreach to support consumers (if applicable to your position).</p> <p>Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.</p>
TENURE:	Parental Leave contract
DATE:	August 2025

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
Service Leadership	<ul style="list-style-type: none">• Establish goals and a work plan based on Key Operational Priorities that support the organizational strategic plan• Plan, drive and track progress across the NDIS funded services• Keep internal stakeholders informed about the progress of service areas• Provide advice and strategic direction to Direct Services, Growth and Impact in relation to the programs operational functioning• Communicate and work successfully with government departments, complementary service providers and consumers to provide sustainable services and to drive business growth• Undertake key tasks in the work plan, including undertaking hands on activities to achieve goals• Build internal capacity by developing and leading culturally diverse teams incorporating an array of roles; completing both operational tasks and coordinating the work of other key staff; and collaborating with other business units within the organization• Ensure that staff are inducted and perform their roles according to Windermere and role requirements, including the Practitioner Coaching Framework	<ul style="list-style-type: none">• Programs and services are developed and deliver outcomes in line with consumer service agreements, NDIS and Organisational Strategic Plan• Director Services, Growth and Impact is advised on all relevant matters in a timely manner• All Government Departments and relevant bodies report positive working relationships• Partnerships are developed and maintained, with collaborative practices enhancing consumer outcomes. Discussed in Supervision.• Sustainable businesses reported on within required timelines
Monitor and respond to NDIS service demand and other service opportunities	<ul style="list-style-type: none">• Collate existing knowledge regarding current and potential consumer needs under NDIS• Research and report additional pockets of need, in terms of services and locations• Support team leaders to fill caseloads effectively and maintain staffing number for efficient financial results	<ul style="list-style-type: none">• Qualitative and quantitative reports are provided to Director and Executive ongoing, with recommendations

Continuous improvement in the delivery of consumer directed care within the NDIS framework	<ul style="list-style-type: none"> • With service delivery staff, identify processes, forms/documents/resources required to implement NDIS • Document processes and provide staff awareness to all relevant staff • Conduct and participate in internal and external audits 	<ul style="list-style-type: none"> • Processes and tools are in place and consistently updated
Develop and promote the organisation's capabilities to deliver NDIS services	<ul style="list-style-type: none"> • Determine Windermere's service offerings in consultation with Director • In consultation with Director and other managers, participate in external network meetings as appropriate. • Work with and support marketing team in developing marketing plans and content • Contribute to development of Windermere Strategic Plan and Service Operational Plan. 	<ul style="list-style-type: none"> • Services offerings are determined, costed and delivered • External networks attended, and Director and staffing teams briefed on relevant outcomes • Marketing plan in place, updated, and required information provided to marketing in a timely manner • Strategic and operational plans are supported, and key deliverables are achieved within agreed timeframes • NDIS services are known to local services and relationships with key peers in other organizations are developed • Issues are resolved in a positive and solution focused manner
Consumer Focus	<ul style="list-style-type: none"> • Actively works with all Windermere staff and stakeholders to enhance consumer outcomes through seamless service provision, service improvements and collaboration and support across services and sites • Ensure a high-level consumer focus and engagement, through all touchpoints. 	<ul style="list-style-type: none"> • Increased consultation, collaboration and knowledge/skill sharing across teams/services • Consumer satisfaction is 90% + as evidenced in consumer surveys and other means
Budget/ Finance	<ul style="list-style-type: none"> • Manage the allocation of resources and assist in the preparation the budgets and financial projections • Recommendations for budget allocations are based on analysis of data • With support from Director Services, Growth and Impact, implement and monitor budget to ensure it remains within forecast- and present at fortnightly tracking meetings, monthly budget meetings and Finance and Audit Committee or Board as required • Take timely corrective actions as required in order to ensure business achieves budget or better 	<ul style="list-style-type: none"> • Budget is within forecast or better • Weekly reports provided to Director on key identified metrics • Reports provided to Board and Committees as required • NDIS claims are made via the portal in a timely manner
Build efficiencies in the establishment of and delivery of NDIS services	<ul style="list-style-type: none"> • Focus on 'minimal sufficient' resourcing, activity and processes to keep the NDIS work lean in keeping with the low margins of this work 	<ul style="list-style-type: none"> • Service delivery is achieved within budget or better • CMS support all requirements of NDIS service delivery

	<ul style="list-style-type: none"> • Work with Director to ensure the requirements of the NDIS are captured within the system 	
Assist in building a network to support referral and supplement internal capacity	<ul style="list-style-type: none"> • Contribute to identifying and building sound relationships with other organisations involved in Windermere including referral partners 	<ul style="list-style-type: none"> • Strong partnerships, referral pathways (two way) are in place
Explore alternative business models and practices to deliver NDIS and other FFS.	<ul style="list-style-type: none"> • Investigate alternative or innovative models for sourcing NDIS and FFS consumers and delivering NDIS services, including allied health services (Apps, social media etc.) • Direct priorities of the community engagement coordinator. 	<ul style="list-style-type: none"> • Innovative models are presented to Director • Increase in NDIS and FFS consumers month on month (targets to be determined)
Compliance and Reporting	<ul style="list-style-type: none"> • Ensures programs are compliant with all relevant service agreements, contracts, regulations and legislation 	<ul style="list-style-type: none"> • Ensure systems for compliance against all funding and service agreements are clear and in acted • All internal and external reporting requirements are met within the required time frames • Audits conducted and passed • All targets delivered in line with program guidelines • Compliance reports completed monthly
People and Culture	<ul style="list-style-type: none"> • Work collaboratively with Director as well as People and capability team to identify the current and future skills required to ensure successful delivery of NDIS services. • Undertake skill development activities to assist Windermere in attaining NDIS awareness and the required skills to deliver services • Timely and efficient recruitment of staff with high level of skills and experience • Foster a collaborative culture with service delivery team • Provide supervision, mentoring and skill development to direct reports • Ensure productive and positive team meetings are held on a regular basis 	<ul style="list-style-type: none"> • Work force requirements are identified • Skill development activities undertaken • Positive team culture evidenced in staff cultural surveys as well as day to day team interactions. • Staff retention at 90% across any given calendar year. • Team meetings held regularly with agenda and minutes • Assuring tasks/functions are completed in a timely manner and positively contributing to strategic/operational objectives. • Staff supported through timely and positive discussions in regard to areas for improvement
Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.	<ul style="list-style-type: none"> • 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. • Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours. 	<ul style="list-style-type: none"> • Ensure policies, procedures and codes are complied with at all times. • Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct. • 100% attendance at performance reviews.

	<ul style="list-style-type: none"> • 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. • Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices. • Meet the challenges of change as it occurs within the service and organisation. • Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor. • Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk. 	<ul style="list-style-type: none"> • Completion of induction and orientation within set timeframes. • Positively embrace and adopt change as it occurs. • Ensure arrangements are made so that 100% of courses are attended or completed. • Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available. • Protect the rights, safety and wellbeing of children and provide a child safe environment.
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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. CAPABILITY FRAMEWORK MAPPING

Our GROW Capability Framework describes the capabilities and associated behaviours expected of Windermere employees to be successful in their role. These capabilities and behaviours are aligned to Windermere's values and are essential for the delivery of Windermere's Strategic Plan. GROW gives our workforce of enablers a shared language to describe the capabilities needed to perform work at varying levels across different teams and roles. It sets standards regarding day to day work practices in all areas of workforce management including:

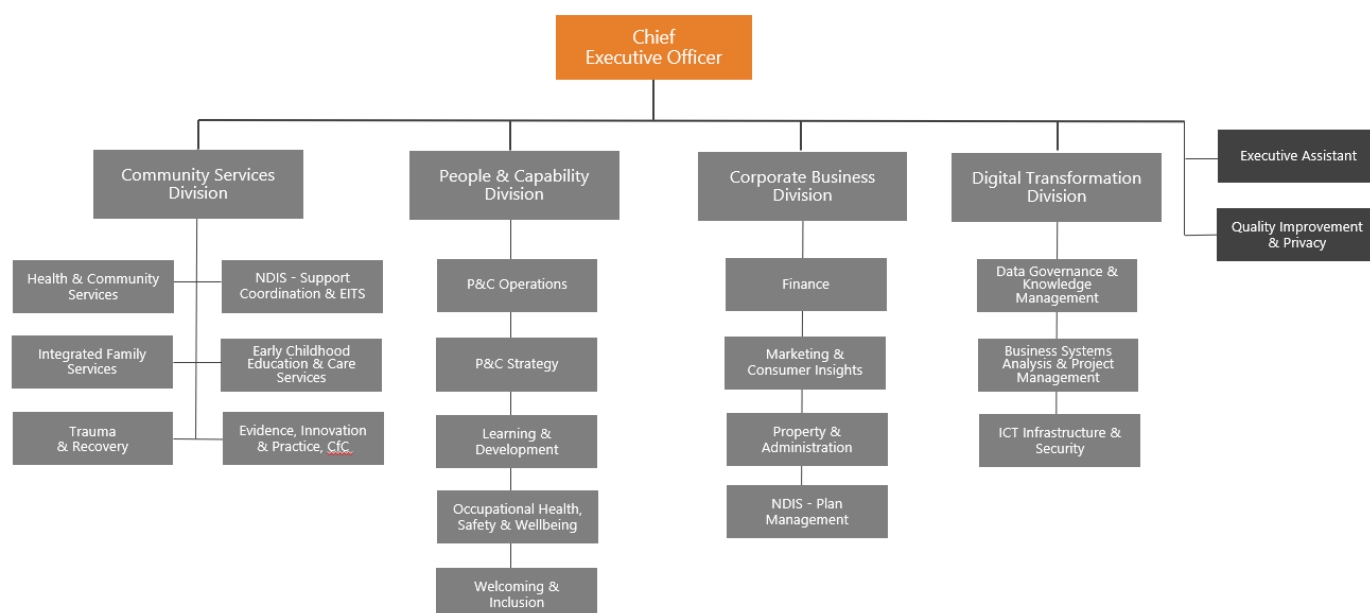
- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person's capabilities at the level needed for a role
- performance development and coaching practices that help managers and staff to have a clear and common understanding of role expectations and areas for development
- mobility, where common descriptions of role requirements and capabilities help staff move between roles • learning and development activities aligned to specific capabilities
- career planning conversations and activities that focus on developing capabilities to help staff progress to new roles • workforce planning by identifying current and future workforce capability needs and gaps

This position has been mapped as follows:

Priority	Capability Group	Proficiency Level
1	Leadership	Mastery
2	Service Delivery	Mastery
3	Innovation & Continuous Improvement	Intermediate
4	Vision & Strategic Drive	Intermediate
5	Adaptability	Intermediate
6	Collaboration	Intermediate

5. ORGANISATIONAL RELATIONSHIPS

Organisational Structure



LINE MANAGER: Director, Services, Growth & Impact

SUPERVISES: Team Leader – EITS, Team Leader- Support Coordination, Administration Officer, Consumer Response Officers, Finance & Administration Officer, NDIS Community Engagement Coordinator

INTERNAL RELATIONSHIPS: All Windermere Staff, Students and Volunteers

EXTERNAL RELATIONSHIPS: Relevant Government Departments, local, regional, state and federal, professionals and agencies

6. KEY SELECTION CRITERIA

- Tertiary qualification in Social Work, Social Sciences, Welfare, Community Health or Allied Health or similar discipline with a post graduate qualification in Management, Change Management, Human Resources or similar
- Previous experience of no less than 6 years in leading, motivating and supervising staff to work as a team and the ability to manage and resolve conflict and other sensitive matters
- Knowledge of NDIS regulations and quality standards,
- Financial acumen – understanding of NDIS funding and budget management

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- Communication and collaboration skills, including building internal and external business relationships with NDIS Local Area Coordinators, ECEI partners and other stakeholders
 - Initiative to identify and work towards valid goals; a drive to achieve set tasks, influence and inspire others and demonstrate accountability to Windermere
 - 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

7. 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
- Current Resume

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: _____