

Position Description

Position Title	Roster and Intake Coordinator – Social Enterprise
Term	Full Time
Updated	April 2025

Why are we here?

In our Social Enterprise, we build on this purpose and vision with our own:

Purpose: Create employment pathways for people with disabilities.

Our Vision: Social enterprise. Empowering people. Enriching community.

How do we do this?



What is your purpose?

The Intake and Roster Coordinator is responsible for the timely and accurate administration of service agreements for all supported employees within the Social Enterprise.

The role works in collaboration with the Program Administration and Management, Employment Support Team, Corporate Services Team and People & Culture Team to ensure a positive, timely and accurate intake, employment offer and on-boarding experience for supported employees into the business.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Service Delivery	<ul style="list-style-type: none"> In alignment with applicable processes and procedures, complete the on-boarding templates for new Supported Employees, including but not limited to; <ul style="list-style-type: none"> Calculation of Cost Estimates Creation of NDIS Service Agreements, Program of Supports and Schedule of Supports Creation of Employment Contracts

	<ul style="list-style-type: none"> ○ Coordination of Rosters with Program Management ○ Distribute all documentation for signature and administer system to monitor distribution and return. ● Implement and maintain template rosters in Flowlogic for the purposes of paying Supported Employees ensuring compliance with the Supported Employment Services Award (SESA) ● Implement and maintain template rosters in Flowlogic for the purposes of billing their NDIS Plan ensuring compliance with NDIS Pricing Arrangements and Price Limits ● Identify and implement NDIS Plan Rollovers; <ul style="list-style-type: none"> ○ Identify any funding discrepancies and adjust Cost Estimates and Supports accordingly ○ Update variations of employment for reporting to Payroll ○ Update Template Rosters for both Payroll and NDIS Billing ● Respond to escalated internal and external queries regarding NDIS agreements for supported employees in a professional and timely manner. ● Administer the exit of supported employees from the business. ● Ensure consistent record keeping and version control of service agreements and documentation within systems. ● Establish and maintain accurate supported employee, customer records within relevant system and electronic files. ● Assist in the overall administration of supported employees as directed.
Employee Experience and Collaboration	<ul style="list-style-type: none"> ● Champion McCallum’s code of conduct and values, acting in accordance with our policies and procedures at all times ● Develop and maintain effective relationships with key internal and external stakeholders ● Work collaboratively to continuously improve services
Customer Experience and Quality	<ul style="list-style-type: none"> ● Provide excellent customer experience to Social Enterprises’ customers, including their family, friends and internal & external stakeholders ● Implement and champion our Quality Management System ● Ensure effective record keeping and that all documentation is kept up to date
Self-care and professional development	<ul style="list-style-type: none"> ● Participate in regular 1:1 feedback meetings with your Manager ● Engage with the Annual Performance and KPI process, to develop a professional development plan in conjunction with your Manager ● Complete all mandatory training, including online learning in the specified timeframes ● Identify and seek appropriate resources to support your own health and wellbeing ● Participate in wider McCallum projects and initiatives as required

What do I need to be a success? (Attributes)

- Our customers are at the centre of everything that you do
- You champion customer experience and provide positive, professional, optimal service to our customers, staff, stakeholders and community
- You value accuracy and attention to detail as well as developing effective and efficient systems of work
- You are a consultative, collaborative and inclusive team member
- You build and maintain relationships with your colleagues, customers and stakeholders
- You are team player that actively participates and champions a supportive and values driven work environment

Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- NDIS Worker Screening Check
- Right to Work in Australia; and
- Current Driver's License

Essential

- Demonstrated experience of NDIS plans and line items.
- Demonstrated understanding of the NDIS system and process.
- Demonstrated experience in a busy and dynamic administration or HR administration position
- A willingness and ability to form effective working relationships with people with a disability in ways that uphold their rights, maximise their independence and opportunities, and support them to lead the life they want
- Demonstrated commitment to working as part of a team as well as being able to work unsupervised
- Understanding of and a commitment to the delivery of services to people with a disability in line with the guiding principles of the NDIS Quality and Safeguards Commission
- Demonstrated a high level of numeracy, written and verbal communication skills
- Experience in Microsoft Office Suite, including but not limited to, Outlook, Word, Excel and PowerPoint

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

CEO Signature: _____ **Date:** _____