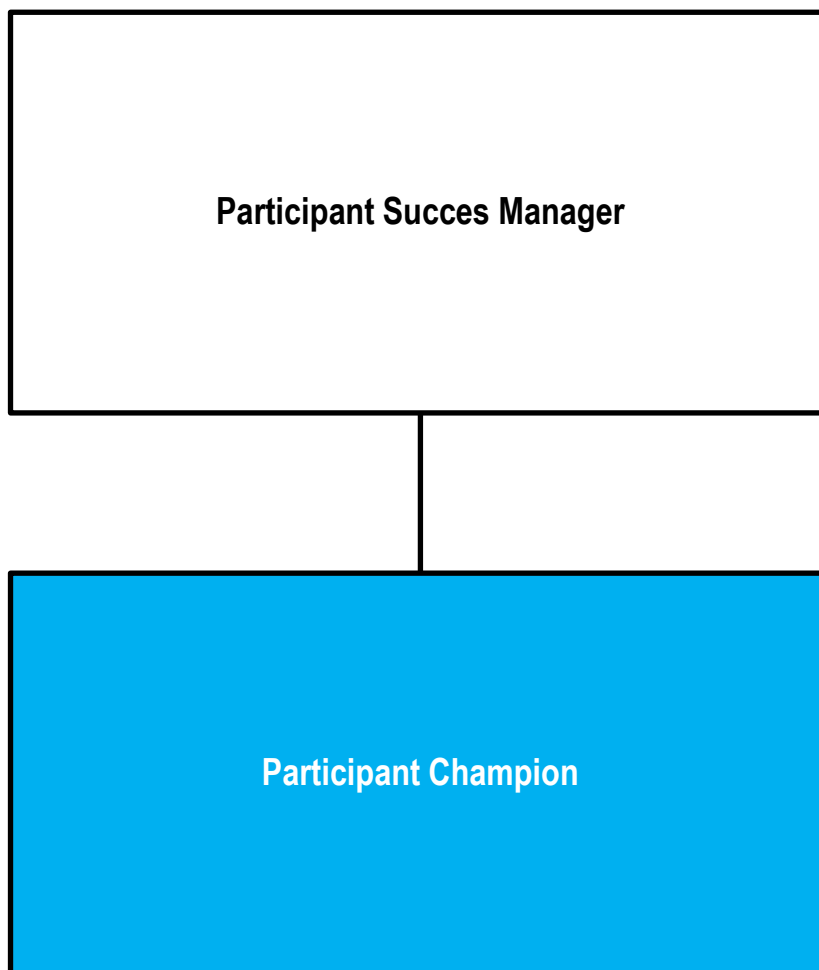


Job Title:	Participant Champion	
Reporting To:	Participant Success Manager	
Business Unit:	Community and Home Living	
Position Purpose:	<p>The Participant Champion is responsible for developing strong relationships with participants, carers and families, offering DSA products and services that best meet their individual goals and needs.</p> <p>Participant Champions serve as a primary point of contact between DSA and the participant. The Participant Champion maintains a holistic view of participant's individual goals, funding and services they are receiving from DSA.</p> <p>They assist participants to understand and interpret their NDIS plans, assess suitability of DSA to meet stated goals, funding to provide services, track satisfaction of services delivered by DSA against participant goals, conduct regular service review and prepare them for their NDIS plan review.</p>	
DSA Values:	Respect	Everything we do is underpinned by respect for each other and the resources that allow us to do our work.
	Commitment	We strive for meaningful outcomes, taking pride in the work we do and the way we serve our people.
	Courage	We always seek to do things better and speak up to ensure our most vulnerable feel safe.
	Connection	We put people first, creating connections with our people, and seeking out partnerships to support our mission.
Responsible For:	<ul style="list-style-type: none"> Regularly meet with local managers and key stakeholders to ascertain service delivery capacity and assist in the effective use of service delivery to maximise participant outcomes. Maintain a sound knowledge of DSA products and service delivery models. Work closely with the acquisition teams to take handover of participant enquiries and ensure specific needs are captured as part of service delivery. Meet prospective NDIS participants, explain the services offered by DSA and the benefits of contracting to receive DSA services. Ensure participants are supported in decision making and only sold and contracted to services that meet their individual goals and needs. Conduct risk assessments and follow DSA onboarding processes to ensure the safety of Participants and DSA staff when delivering services. Manage SIL internal processes, quoting, approval and ROC liaising with Managers and Centralised Workforce. Set up service bookings in the portal and ensure the correct level of funding is available and reflects funding amount on Service Agreements. 	

	<ul style="list-style-type: none"> • Provide financial costing breakdown to participants and families for services relevant to their needs. • Maintain accuracy and compliance in documentation and data entry when completing quotes, Service Agreements, customer notes and mandatory fields in DSA systems. • Conduct satisfaction and goal attainment reviews throughout the life of the plan to ensure quality of services received by DSA and track progress towards their goals. • Manage participant expectations and their relationships with staff responsible for service delivery, rostering and the wider business. • Meet with participants in line with funding cycle before plan expiry to prepare them for their planning meeting. • Critically review participant NDIS plans for additional opportunities and identify gaps in funding. • Monitor reports to ensure participants are maximising their NDIS funding contracted to DSA throughout the life of the plan. • Implement strategies to support participants to maximise their NDIS funding contracted to DSA. • Serve as an approachable point of contact to participants to receive feedback, compliments and complaints, separate to service delivery, to record, manage and action appropriately. • Attend expos and/or relevant events as requested to represent DSA and promote products and services. • Assist in the preparation of statistical reports for Management as required.
<p>Key Challenges:</p>	<ul style="list-style-type: none"> • Ensure revenue and appointment targets are met. • Receiving and delivering feedback on service delivery standards and meeting goals as voice of participant to Operational Teams. • Complaint and conflict management.
<p>Key Result Areas:</p>	<ol style="list-style-type: none"> 1. Conversion and retention – meet joint KPI targets 2. Transition - successful transition of new participants, to DSA services 3. Experience - Achieve joint “customer satisfaction” measure 4. Revenue - Achieve joint plan maximisation of participant plans 5. Participant outcomes – work with operations to deliver participant outcomes

Organisation Chart



Job Requirements

(What are the key activities and measures for the role)

Key Result Area 1	Conversion and retention – meet joint KPI targets.	Time: 30%
Key Tasks:		Job holder is successful when:
<ul style="list-style-type: none"> Conduct quarterly service review. Conduct annual plan review. Voice of participant <ul style="list-style-type: none"> Provide feedback on areas of improvement; Support to achieve participant stated goals 		<ul style="list-style-type: none"> 80% of participants renew service agreements with DSA (joint target).
Key Result Area 2	Transition - successful transition of new participants, to DSA services.	Time: 20%
Key Tasks:		Job holder is successful when:
<ul style="list-style-type: none"> Key liaison point between all stakeholders. All onboarding documentation collated and completed. Service agreement signed. Correct participant set up. 		<ul style="list-style-type: none"> Positive participant transition into DSA services.
Key Result Area 3	Experience - Achieve joint “customer satisfaction” measure.	Time: 15%
Key Tasks:		Job holder is successful when:
<ul style="list-style-type: none"> Voice of participant. Administer participant research on service experience. Inform service improvements/product development. Provide feedback to service operational teams. 		<ul style="list-style-type: none"> 90% of participants rank 4 or 5 out of 5, with satisfaction with service experience.
Key Result Area 4	Revenue - Achieve joint plan maximisation of participant plans.	Time: 20%
Key Tasks:		Job holder is successful when:
<ul style="list-style-type: none"> Review participant servicing to contract. Assess under/over claiming against budgeted service. Liaise with participant and service delivery to maximise contract value. 		<ul style="list-style-type: none"> 90% of participant plan funding is claimed.
Key Result Area 5	Participant outcomes – work with operations to deliver participant outcomes.	Time: 15%
Key Tasks:		Job holder is successful when:
<ul style="list-style-type: none"> Voice of participant. Administer participant research on service experience. Inform service improvements/product development. Provide feedback to service operational teams. 		<ul style="list-style-type: none"> 90% of participants rank 4 or 5 out of 5, with satisfaction tracking to achievement to goals.

Conduct and Behaviour Standards of a DSA Employee

Core Area of Responsibility	You are required to:
Key Tasks	
<ul style="list-style-type: none"> • Actively support Disability Services Australia's (DSA) purpose and values. • Operate in line with DSA's Standards of Conduct, policies and practices. • Ensure the health, safety and welfare of self and others. • Follow reasonable directions given by the organisation in relation to Work Health and Safety. • Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times. • Not engage in any unapproved Restrictive Practises and follow all requirements of individual support plans and/or behaviour support plans for our Participants. • Maintain a person-centred approach in everything you do. • Maintain a valid Working with Children Check (NSW) or Working with Vulnerable People Check (ACT). • Undergo periodic criminal records checks and report to your manager any criminal charges or convictions recorded during the course of your employment/volunteering. • Positively and constructively represent our organisation to external contacts at all opportunities. • Maintain essential qualifications as per organisational requirement. • Report incidents, suspicions, concerns, allegations and participate in investigation processes as required by the Incident Management Framework. • Follow reasonable instructions given to you by your Manager and perform tasks outside of those mentioned as needed. 	

Acceptance

I have read this position description and all the Appendices and understand what is required of me.
I am not aware of any reason preventing me from performing the position.

Signature			
Name		Date	

Appendix 1

Key Internal & External Stakeholders

(Key Relationships to foster that facilitate achievement of the Purpose and Key Results)

Internal:

- Participants
- Cluster Managers and Team Leaders
- Customer Connections
- Team Members
- Allied Health Practitioners & Medical Officers
- Risk, Quality and Compliance Team
- People and Culture
- CHL Operational Support Teams

External:

- Participant family members and guardians
- Local disability and community organisations
- External Service Providers

Appendix 2

Talent Acquisition Information

(The essential knowledge, experience, skills, and personal attributes required for the job)

Experience and Qualifications

Essential

- Strong stakeholder management and negotiation skills
- Outstanding presentation and communication skills
- Demonstrated direct customer selling experience
- Proven track record to meet and exceed sales targets and KPIs
- Ability to coach and mentor staff to develop them in their role
- Ability to read, interpret data and provide simple analysis
- Excellent Customer Service Skills.
- NSW Drivers Licence
- Current NSW Working with Children Check
- NDIS Worker Screening Check
- Current Police Check

Desirable

- Previous sales or account management role.

Work Environment

- This position is required to perform physical duties and undertake repetitive manual tasks; hence a reasonable level of fitness and good manual handling techniques are inherent requirements of this position. **See Appendix 3.**

Competencies

Planning & Organising	Establishes a systematic course of action in order to accomplish objectives; determines priorities and allocates resources effectively.
Communication	Understands communication processes and dynamics; applies this to ensure effective communication in a variety of situations and with audiences of differing needs and expectations.
Quality Assurance	Carefully monitors and takes pride in the quality of own work and the work of others. Seeks and acts upon opportunities to improve quality, service and productivity.
Coaching	Provides regular feedback and coaching to direct reports to support behaviour and performance improvement. Establishes trust, listens actively, and assists in planning and progress tracking to support the achievement of results.
Self-motivated	Manages own work independently, with little need for supervision. Takes ownership and accountability for own performance.
Flexibility & Agility	Adjusts behavior to new information or changing circumstances. Remains open to new ways of doing things and experiments with new methods. Works effectively in an unstructured or dynamic environment.
Stakeholder Management	Collaborates and shares information with key stakeholders to implement new initiatives and deliver quality programs. Builds rapport with a variety of people both internally and externally. Develops alliances to work together toward common goals.
Values Driven	Keeps the organisation's vision and values at the forefront of decision-making and action.

Appendix 3

Physical Inherent Requirements

Overall Physical Demand Rating of (Job Title): Level 2 Duties

Physical Demand Rating Key:

Level 1 Duties (Sedentary)

- Exerting up to 10 pounds (4.5 kg) of force occasionally or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief period of time. Jobs are Sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Level 2 Duties (Light Work)

- Exerting up to 20 pounds (9kg) of force occasionally, or up to 10 pounds (4.5kg) of force frequently, or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Even though the weight lifted may be only a negligible amount, a job should be rated Light Work
 - When it requires walking or standing to a significant degree
 - When it requires sitting most of the time but entails pushing or pulling of arm or leg controls; or
 - When the job requires working at production rate pace entailing the constant pushing or pulling of materials even though the weight of those materials is negligible.

Level 3 Duties (Medium Work)

- Exerting 20 (9kg) to 50 pounds (23kg) of force occasionally, or 10 (4.5kg) to 25 pounds (11kg) of force frequently, or greater than negligible up to 10 pounds (4.5kg) of force constantly to move objects.
- Physical demand requirements are in excess of those for Light work.”

Level 4 Duties (Heavy Work)

- Exerting 50 to 100 pounds (23 – 45kg) of force occasionally, or 25 to 50 pounds (11 – 23 kg) of force frequently, or 10 to 20 pounds (4.5 to 9kg) of force constantly to move objects. Physical demand requirements are in excess of those required for medium work.

Level 5 Duties (Very Heavy Work):

- Exerting in excess 100 pounds (45 kg) of force occasionally, or in excess of 50 pounds (23 kg) of force frequently, or in excess of 20 pounds (9kg) of force constantly to move objects. Physical demand requirements are in excess of those for Heavy Work.

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Physical Demands

O = Occasional (0-33%); F=Frequent (34-66%); C=Constant (67-100%)

Task	O	F	C	Comments
Sitting		X		
Standing		X		
Walking	X			
Climbing stairs	X			
Lifting/carrying <20kg	X			
Lifting/carrying >20kg				
Pushing/pulling			X	
Trunk flexion			X	
Squatting/kneeling	X		X	
Overhead reaching	X	X		
Repetitive arm/wrist movements		X		
Gripping/handling	X			
Exposure to challenging conversations and behaviors		X	X	
Vocal ability and auditory sensation	X			
Proper visual sensation		X		
Other				