

Position Description

Position Title:	Manager – NDIS Supports
Reporting To:	General Manager - Operations
Direct Reports:	Scheduling, Administration – Operations, Operations Support Officer.
SCHADS Award Level:	6.1
Approved by:	Jason Burgess
Reviewed date:	27 July 2026

1. PURPOSE OF THE JOB

The Manager – NDIS Supports is responsible for leading and coordinating the intake, scheduling, plan support, and administrative functions that underpin the delivery of high-quality NDIS services. This role ensures operational efficiency, supports frontline teams to focus on service delivery, and upholds quality and compliance standards. The role is both strategic and hands-on, with a strong focus on continuous improvement, data-driven decision-making, and stakeholder engagement.

The Manager – NDIS Supports has responsibility for:

- Participant Engagement and intake;
- Operational Leadership;
- Service Coordination and Support;
- Reporting;
- Continuous improvement.

Reporting to the General Manager – Operations, the position holder is responsible for the day-to-day operational support functions that enable the operations team to operate efficiently.

The role is responsible for minimising the cancellations of services, keeping agency and overtime usage low and vacancies at a minimum. The position holder will work on creating efficiencies in systems and processes wherever possible, ensuring time and resources are maximised.

You will lead and manage the scheduling, plan support and administrative teams to ensure seamless and efficient service delivery.

2. OUR PURPOSE

Crosslinks Inc is a disability support service provider offering individuals with disability the support to access their community by embracing the vision statement of *‘everyone should have a reason to smile’*.

3. OUR GUIDING PRINCIPLES



4. KEY TASKS AND MEASURES OF PERFORMANCE

KEY ACCOUNTABILITIES	INDICATIVE TASKS / MEASURE OF SUCCESS
Participant Intake & Service Commencement	• Lead the end-to-end participant engagement and intake process, ensuring timely, accurate and person-centred transitions from enquiry through to active service delivery. • Ensure all participant onboarding activities are completed efficiently, supporting positive participant experiences and timely commencement of funded supports. • Monitor referral pipelines, intake performance, conversion rates and participant feedback to identify trends, forecast demand and inform operational planning.
Operational Leadership & Service Delivery	• Provide strategic leadership of the Participant Intake, Scheduling, Plan Support and Operations Administration functions, ensuring services are delivered efficiently, consistently and in line with organisational objectives. • Lead a high-performing operational support team that enables frontline services to deliver exceptional participant outcomes through responsive, customer-focused administration. • Drive workforce optimisation by maximising roster utilisation, reducing participant cancellations, and minimising agency workforce reliance through proactive planning and resource management. • Provide operational oversight and support to the scheduling function, resolving complex rostering challenges and ensuring continuity of service delivery during periods of increased demand. • Partner with operational leaders to identify and remove administrative barriers, allowing frontline teams to focus on participant engagement, quality supports and outcomes.
Service Coordination & Participant Support	• Ensure the Plan Support Officer provides accurate, proactive and responsive support to participants in implementing and monitoring their NDIS plans. • Foster strong collaborative relationships with participants, families, guardians, support coordinators and internal teams to promote seamless service delivery and positive participant outcomes. • Ensure participant information, service agreements and operational records are maintained accurately to

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	support quality service delivery and regulatory compliance.
Compliance, Quality & Performance	• Ensure operational processes comply with NDIS Practice Standards, organisational policies, contractual obligations and relevant legislation. • Monitor and report on key operational performance indicators, including participant onboarding, workforce utilisation, cancellations, participant satisfaction and service delivery performance. • Identify operational risks and implement strategies that support quality improvement and continuous compliance.
Continuous Improvement & Innovation	• Lead continuous improvement initiatives that simplify business processes, improve operational efficiency and enhance the participant experience. • Use operational data, performance metrics and trend analysis to drive evidence-based decision making and continuous service improvement. • Champion the implementation of systems, technology and process improvements that strengthen workforce capability, streamline administration and support organisational growth. • All employees must commit to the undertaking performance and development meetings on a regular basis.
Work, Health and Safety	• Under the WHS Act, a worker has to take reasonable care for their own health and safety, and reasonable care to not adversely affect the health and safety of other people. • Participating in continuous training, safety and quality improvements actions, such as audits, reviews and drills that result in improvements to staff knowledge. • Reporting all work-related injuries, incidents and hazards promptly and through the correct reporting channels. • Comply with management on matters of WHS.
Workforce Performance & Operational Excellence	• Monitor workforce utilisation, scheduling performance and service capacity to ensure resources are aligned with participant demand and funding. • Develop and implement operational strategies that improve efficiency, increase billable utilisation and support sustainable service growth.

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	Promote a culture of accountability, continuous improvement and customer service excellence across all operational support functions.
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5. SELECTION CRITERIA

QUALIFICATIONS / CERTIFICATIONS	Qualifications in Disability, Community Services, Business Administration, or a related field is desirable but not required.
EXPERIENCE	- Demonstrated experience in managing operational teams in a NDIS environment. - Roster creation - Managing NDIS plans - Experience in reducing cancellations and optimising workforce utilisation, including minimising agency reliance. - Experience with client management systems – Flow Logic or similar.
SKILLS	- Proven ability to lead teams, manage competing priorities, and drive continuous improvement. - Excellent interpersonal and communication skills, with a focus on collaboration and stakeholder engagement. - High-level analytical and reporting skills, with experience using data to inform decisions.
KNOWLEDGE	- Strong knowledge and understanding of NDIS service delivery, including intake, scheduling, service agreements, funding and compliance requirements. - Knowledge of the NDIS Quality and Safeguards Framework.
COMPLIANCE REQUIREMENTS	- NDIS Worker Screening Clearance - Valid Western Australian Drivers Licence. - National Police Clearance (issued within six months) - Valid Australian Working Rights.