

Intake Administrator - Bella Vista

Ability Options • Lalor Park NSW 2147

 Base pay
\$0 - \$0

 Work type
Full Time

 Contract type
Permanent

Job details

 Date posted
23 Jun 2021

 Expired On
24 Jul 2021

 Category
Social Work & Community Services

 Occupation
Aged & Disability Support

 Base pay
\$0 - \$0

 Contract type
Permanent

 Work type
Full Time

 Job mode
Standard/Business hours

 Work Authorisation
AUSTRALIAN CITIZEN / PERMANENT RESIDENT

Perks

ADDITIONAL LEAVE

SALARY PACKAGING

RECOGNITION PROGRAM

Skills

TIME MANAGEMENT

CONTINUOUS IMPROVEMENT

DIVERSE TEAM

PASSPORT

WRITTEN AND VERBAL

Full job description

Who Are We?

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people's right to both choice and self-determination. We have a passion to make an impact on people's lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset,

as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

The Role

Temporary part time and full time opportunities exist for an intake administrator to join a true industry leader in Disability and Employment Services. As the Intake Administrator, your key responsibility is to deliver exceptional customer service to support the intake of new and existing NDIS participants. With a natural attention to detail and a flair for processes, you will ensure the integrity of data is maintained, and as you become more familiar with your work, identify and analyse trends in the data.

Continuous improvement will be key as you identify areas for streamlining and improvement of processes, which will in turn support our frontline teams including such services as Support Coordination, Employment Services and Therapy Services, Groups and Individualised Services, as well as other disability services, allowing them to provide higher quality service to our participants.

Essential Criteria

- Understanding of National Disability Insurance Scheme (NDIS)
- Strong administration and processing skills – excellent time management
- Demonstrated ability to effectively build rapport quickly

General Attributes:

- Adaptable and resilient to respond to changing business needs, conditions and work responsibilities that achieve successful outcomes.
- Outcomes focussed, deliver results and take personal responsibility for the quality, achievement of outcomes and quality of work.
- Effective communication (written and verbal) and be able to convey and adjust ideas and messages in an appropriate manner.
- Highly customer focussed and able to collaboratively build and maintain relationships with internal and external stakeholders.

Why work for Ability Options?

Joining Ability Options means joining a rapidly expanding not-for-profit organisation with opportunities for ongoing development and career progression. The successful candidates will be able to:

- Take advantage of our comprehensive remuneration package
- Access to fitness passport gym membership
- Employee discounts to Medibank health cover

- Access to Employee Assistance Program (EAP) to ensure the emotional wellbeing of employees
- Flexible work arrangement including RDO
- Paid parental and partner leave
- Rewards and recognition program
- Ability to purchase additional leave after 1 year of service
- Ability to significantly increase your take home pay with not-for profit salary packaging
- A rewarding career where you contribute to make a difference in the community and in people's lives

We encourage people from Aboriginal and Torres Strait Islander and people with disabilities to apply.

To apply online, please click on the appropriate link below.