

Position Description



Position Title	Administrator
Agreement / Award	Y Whittlesea Enterprise Agreement 2024
Classification	SCE 3.1 to SCE 5.1 (dependent on qualifications and experience)
Employment Status	As per Employment Contract
Division / Department	Disability Inclusion Services
Direct Reports	Nil
Reports to	Operations Manager

POSITION SUMMARY

The Administrator plays a central coordination role within Disability Inclusion Services, ensuring high-quality and seamless experiences for NDIS participants, families, and most importantly, our staff.

This role combines three integrated functions:

- Client Engagement & Intake Support – answering phone enquiries, welcoming and onboarding new clients, ensuring documentation and NDIS requirements are complete.
- Administration, Finance & NDIS Processes – supporting billing, service bookings, finance extracts, documentation compliance, and general team administration.
- Scheduling Support & Workforce Coordination – assisting staff allocations to match client needs, supporting teams with schedule changes, shift allocation requirements, and maintaining accurate data in Y scheduling platforms (not a rostering officer, but providing core scheduling support).

The role requires exceptional communication, problem-solving, attention to detail and organisational skills, and the ability to think ahead, anticipate issues, and support the broader Inclusion team with “whatever is needed” to ensure safe, consistent, and person-centred service delivery.

KEY RESPONSIBILITY AREAS

1. Client Engagement & Intake Coordination.

- Respond promptly to all new enquiries and referral requests.
- Lead and/or support onboarding of new NDIS clients including gathering required documentation, consent, and risk information.
- Communicate effectively with clients, families and carers regarding supports, risks, goals, and suitability of services.
- Work closely with Program Coordinators to ensure smooth intake processes across all programs.
- Review and maintain up-to-date client records, ensuring continuous accuracy for service delivery.
- Identify client risks and assist in the development of risk controls to support safe access.

2. Administration, Finance & NDIS Support

- Complete all NDIS claiming extracts and support accurate billing and income recovery.
- Upload and maintain client biller information and NDIS plan details in relevant systems.
- Process remittances, update finance system records, and assist with debtor management.
- Modify invoices where required to reclaim funds in line with NDIS guidelines.
- Maintain error files and work with Plan Managers and families to resolve issues promptly.
- Support compliance with service agreements, service bookings, and NDIS Practice Standards.
- Prepare monthly reports, impact data, and administrative reports as required.
- Contribute to internal and external audit processes.
- Support the ongoing review and improvement of administrative systems and processes.

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3. Scheduling Support & Workforce Coordination

- Assist with matching support workers to clients based on skills, preferences, risks, and availability.
- Assist in updating staff and client scheduling information in Y systems to ensure accurate daily operations.
- Assist in responding to requests from staff and Program Coordinators regarding schedule changes and cancellations.
- Maintain up-to-date staff availability records and communicate changes to relevant team members.
- Support timesheet checks and alignment with scheduled client supports to ensure accurate billing.
- Support the transition between business hours and the on-call scheduling processes when required.
- Assist in identifying staffing shortages or allocation issues and report these to the appropriate Coordinator.
- Work collaboratively with the recruitment team during induction phases to ensure new staff are correctly entered into scheduling and administrative systems.

4. Team Support, Communication & Leadership

- Provide day-to-day support, guidance and assistance to all team members.
- Assist with training and upskilling in administrative and NDIS processes.
- Contribute to a collaborative, respectful, and solution-focused team culture.
- Assist with staff recruitment processes (shortlisting, interviews, onboarding coordination).
- Ensure effective communication flows across all Inclusion Services areas.
- Maintain a strong understanding of NDIS requirements, industry changes, and best practice.
- Support the broader team with “whatever is needed” to ensure safe, high-quality services for clients.

KEY PERFORMANCE INDICATORS

- Timely response and follow-up to all enquiries and intake requests.
- Accuracy of client information, documentation, NDIS data and service bookings.
- Quality and timeliness of finance and billing tasks, including reduction of errors.
- Effective and consistent support to scheduling and staff allocation processes.
- Stakeholder satisfaction (clients, families, staff, Plan Managers).
- Compliance with NDIS Practice Standards, internal and external audits, and reporting requirements.
- Contribution to positive team culture and support of Y values.

CAPABILITIES & ATTRIBUTES

- Exceptional attention to detail skills.
- Excellent communication skills with a warm, empathetic approach.
- Strong problem-solving, organisational skills, and ability to prioritise.
- Ability to work under general direction with autonomy and accountability.
- High emotional intelligence, resilience, and ability to support others.
- Ability to build trusting relationships with staff, families, and stakeholders.
- Commitment to continuous improvement and solution-focused thinking.
- High level of discretion, confidentiality, and ethical conduct.
- Ability to balance competing tasks in a fast-paced environment.

KEY SELECTION CRITERIA

Qualifications & Mandatory Requirements

- Cert IV in Community Services, Disability Services, Business Administration or equivalent is desired.
- Current Employee Working with Children Check.
- Current NDIS Worker Screening Check.
- International Police Check (if you have lived outside Australia more than 3 months in the last 5 years).
- Completion of Y Safeguarding training and NDIS Worker Orientation Module prior to commencement.

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Knowledge & Experience

- Established experience working in the disability, community services or NDIS sector.
- Experience in client intake, customer service or administrative coordination.
- Experience supporting scheduling, rostering, workforce allocation, or similar operational tasks.
- Understanding of NDIS legislation, claiming processes, and client documentation.
- Excellent customer service skills, interpersonal communication, and problem-solving.
- Experience working with people with diverse backgrounds and communication needs.
- Strong computer skills and ability to learn new systems quickly.
- Valid Victorian Driver Licence.

CONDITIONS OF EMPLOYMENT

- This role will require some flexibility to work across operational hours Monday- Friday.
- Be able to work a flexible roster, including early mornings, nights and weekends if required.
- Maintaining mandatory qualifications/requirements.
- Completion of induction as required (within first six weeks of employment).
- Comply with our [Safeguarding and Licensing Framework standards and our NDIS Practice Standards](#)
- Attendance and active participation at Y meetings and training when requested.
- This position is subject to a probationary period in line with your employment contract.

MUST BE READ IN CONJUNCTION WITH THE Y WHITTLESEA'S MANAGEMENT AND COMPLIANCE LIBRARY, INCLUDING ORGANISATION POLICIES

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