

Position Title	Team Leader - NDIS
Portfolio	Student Experience
Division	Accessibility Services
Department/Cost Centre	NDIS - 05140
Classification	Specialist Staff Level 6
Position Number/s	102757
Reporting to	Manager - Accessibility Services
Supervises	NDIS Program Officers, Disability Support Workers

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider.

South West TAFE is where practical skills meet real opportunity. With over 150 industry-aligned courses, we help people build the confidence and capability they need to step into their future — whether that's a new job, a career change or further study.

SWTAFE campuses are situated on the lands of the Gunditjmarra, Kirrae Whurrong, Gulidjan peoples of the Eastern Marr nation, and the Tjap Wurrong and Bunganditj peoples. They are located throughout southwest Victoria in Warrnambool, Hamilton, Portland, Colac, Sherwood Park and a further delivery site at Glenormiston. They offer modern facilities, expert trainers and strong connections to local industry—so learning stays relevant, hands-on and flexible.

We're not just keeping up — we're staying ahead. And we're proud to be part of a region that's growing, evolving and inspiring change.

Division Overview

The Division of Accessibility Services encompasses South West Disability Services (SWDS) as a subsidiary of South West TAFE across all South West TAFE Campuses.

The Division supports students whom identify as having a disability, mental health and/or medical condition. Holistically working to promote equity and inclusion during a student's educational journey with South West TAFE.

South West Disability Services is registered to deliver services through the National Disability Insurance Scheme. SWDS has a strong team that supports members of the South West community through a person-centred approach to empower and provide supports that meet their individual aspirations.

Position Overview (Your Opportunity)

The Team Leader - NDIS implements the operation, performance and ongoing development of our NDIS registered business South West Disability Services.

The role also provides leadership and direction to the NDIS Program Officers and team to ensure the needs of our participants are met and all relative legislative and compliance requirements are adhered to and maintained.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation,

These accountabilities include but are not limited to:

Your Position

- Working with and reporting to the Manager - Disability Services, the Team Leader – NDIS will ensure a reliable and individualised person-centred service is provided to people with a disability and/or mental health condition, in line with the NDIS framework.
- Develop capacity and resilience within the team by providing team members with leadership and support to identify and respond the teams diverse training, development and performance growth areas
- Ensure professional supervision is provided and lead recruitment and induction in a professional and timely manner
- Maintain and develop relationships with internal and external agencies/networks, inclusive of relevant bodies
- Oversee and monitor daily operations including but not limited to funding allocations, CRM management, incident response, resources allocation, room bookings, commission reporting and department mobile.

- Ensure all budget, reporting, invoicing and compliance requirements are met and completed accurately and on time, inclusive of service schedules.
- Lead the changes in development and implementation of policy and procedures in accordance with service delivery requirements
- Constantly looks for continuous improvement opportunities and ways to innovate, and encourages others to do the same

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seek appropriate assistance
- Keep up to date with relevant industry information and best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seek to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisation's Achievement Development Programme (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Knowledge of the Disability sector, inclusive of associated funding streams, compliance and reporting models
- In-depth understanding of all relevant Disability standards and providing a person-centred disability service
- Proven experience in leading change and the ability to analyse and review systems and services within a disability setting
- Relevant experience in leading a team of professional staff
- Proven ability working effectively with people with disabilities and their families/carers
- A demonstrated understanding of the impact a disability may have on an individual's education and or personal development
- Function effectively with a commitment to quality customer service and proven ability to build and develop positive client stakeholder relationships
- Understand the immediate goals of SWTAFE and the governance context in which the Institute operates and ensures compliance within these
- Ability to relate professionally to both internal and external clients and demonstrated initiative, problem solving skills
- Flexibility with working arrangements is essential

Qualifications and Requirements

Mandatory requirements

- Relevant Degree or relevant post graduate qualification and experience
- Or lesser formal qualifications with substantial experience and/or training
- Employee Victorian Working with Children and satisfactory Police Check
- NDIS Worker Screening Check

Highly desirable requirements

- Lived experience or awareness of the impact of disability upon individuals, families, carers and the community
- Substantial experience using Microsoft Office products and relevant industry software and programs

Additional Information

- South West TAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply
- South West TAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2023
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People & Culture		29/01/2024
Agreed by	Employee		