



**carpentaria**

Carpentaria Disability Services Ltd

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ACN: 827 243 145

Carpentaria is a registered NDIS service provider

## POSITION DESCRIPTION

### BUSINESS SUPPORT COORDINATOR – ACCOMMODATION SERVICES

<b>Level and Salary Range</b>	\$84,287.00 to \$88,687.00
<b>Job Type</b>	Full-Time – 2-year contract
<b>Reports to</b>	Client Services Manager
<b>Purpose of the Position</b>	To provide a streamlined and positive onboarding process and experience for new participants to Accommodation Services and to coordinate the business administration of NDIS participant service proposals and Carpentaria service agreements.
<b>Tasks and Responsibilities</b>	<ul style="list-style-type: none"> <li>Engage and guide participants, families and guardians to ensure a positive and streamlined experience when accessing Accommodation Services</li> <li>Coordinate all aspects of NDIS service proposals, service agreements and portal administration</li> <li>Provide coordinated point of contact for NDIA correspondence</li> <li>Liaise with Finance on cash flow, scheduling, account payments and participant finance, to ensure Accommodation Services meets its financial goals and delivers NDIS targets</li> <li>Organise and coordinate service operation logistics to ensure maximum financial efficiencies</li> <li>Complete back of office data entry and management of billing practices in CTARS and XERO, including service proposals</li> <li>Coordinate all travel bookings and scheduling, including remote requirements</li> <li>Ensure compliance and legislative requirements are met</li> <li>Liaise with families and external stakeholders to build positive relationships, manage feedback and resolve complaints effectively, in coordination with Client Services Manager</li> <li>Executive support to the program via event planning, logistical support, travel, recruitment, and high level business administration</li> <li>Other duties as required</li> </ul>
<b>Essential Criteria</b>	<ul style="list-style-type: none"> <li>Certificate IV qualification or higher in business or a relevant field</li> <li>High level of office management skills and ability to coordinate, prioritise and adapt to multiple demands</li> <li>Demonstrated initiative, self-drive and ability to work autonomously within a team context</li> <li>Excellent interpersonal and customer relations skills</li> <li>Demonstrated team commitment, cross cultural experience and an ability to work with individuals from diverse backgrounds</li> <li>Experience with Microsoft Office applications, client management systems and developed business skills</li> <li>High level written and verbal communication skills</li> <li>Current Ochre Card, Criminal History Check, First Aid Certificate and NT Drivers Licence</li> </ul>
<b>Preferred Criteria</b>	<ul style="list-style-type: none"> <li>Experience working within the disability sector and knowledge of NDIS</li> </ul>
<b>Values and Behaviours Required</b>	<ul style="list-style-type: none"> <li>Embody Carpentaria's Values and Principles of Good Practice through a human rights based approach.</li> </ul>

Authorised by CEO:

Date:

12/10/2021