

NDS DISABILITY CAREER PLANNER AND CAPABILITY FRAMEWORK – CORPORATE AND SERVICE SUPPORT JOB FAMILY

Strategic Core Requirements	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Sector and Organisation Purpose & Values	Gains practical knowledge of a human rights based approach to supporting a person with a disability and services provided, the individual and community context of disability services, and sector and organisation purpose and values.	A practical general knowledge of a human rights based approach and the individual and community context, and sector and organisation purpose and values. Applies the rights based approach and sector and organisation values in own work.	Working knowledge of a human rights based approach to supporting a person with a disability and the services provided, the individual and community context, and sector and organisation purpose and values. Applies the approach and values in own work.	An enhanced working knowledge of a human rights based approach and the individual and community context, and sector and organisation purpose and values. Encourages sector and organisation approach and values in other team members.	A thorough practical working knowledge of human rights based approaches, the individual and community context, and sector and organisation purpose and values. Within the team is able to articulate and integrate sector and organisation approaches and values.	A significant knowledge of human rights based approaches in the disability sector and the individual and community identity and context. Significant knowledge of the role, vision, mission and values of the organisation. Understands and can demonstrate sector direction and the organisation strategic plan.
Leadership / Teamwork	Works cooperatively with team members. Work is closely supervised. Follows specific detailed instructions. Learns to listen to feedback from more experienced staff and seek guidance where necessary.	Works collaboratively with team members. Works under regular supervision reporting progress and outcomes. Able to organise own work, manage time and contribute to work planning.	Works collaboratively with team members. Organises own workload. Checks own work and work of others, providing guidance to less experienced staff. Shares knowledge and information with team members. Able to work with minimal supervision, knowing when to escalate issues.z	A skilled team member, acting as a resource for a small work group on a regular basis, providing coaching and feedback. Shares knowledge and information with less experienced team members. Varies own schedule, contacting senior staff only to seek specialised help or notify progress or work.	Assists with the formal leadership, learning and coaching of less experienced team members. Assists in prioritising the work of others. Promotes and models sharing of knowledge and information. Assists with gauging the effectiveness of team members and may participate in organising the allocation of staff.	May lead a team or works as an individual practitioner. Monitors and coaches for individual and team outcomes/achievement/performance. Provides operational or procedural direction and/or advice and ensures knowledge and information is shared. Exercises initiative and is self-reliant. Able to effectively represent the team. Participates as an effective team member.
Communication	Develops listening skills and seeks, provides and/or shares practical information with people in an appropriate and respectful manner. Obtains basic facts and records issues. Learns to record and report in an appropriate manner. Starts to build a network of relevant t contacts.	Has effective listening skills and seeks, provides and/or shares practical information in an appropriate and respectful manner. Interacts with people to give or receive straightforward facts. Deals with people on practical issues, adjusting communication as needed. Minimises conflict. Continues to build a network of relevant contacts.	Deals with non-routine enquiries. Uses effective listening skills and seeks, provides and/or shares information with people appropriately. Can adapt communication style to meet people's needs. Able to resolve conflict with assistance. Has a network of internal and external contacts relevant to the role. Deals with practical issues presenting and enlists a more experienced person as needed.	Contacts people on non-routine practical matters and external organisations on routine practical matters. Able to communicate flexibly in an appropriate manner. Supports others to effectively record and report. Able to resolve conflicts. Has a network of relevant contacts. Deals with many issues presenting and, when outside skill set, ensures involvement of more experienced person.	Uses a range of positive engaging techniques and can adapt style to meet needs of the other person. Effectively collaborates with other teams. Deals regularly with complex matters involving interaction with internal and external professionals and related organisations. Assists with the preparation of complex management reports. Can assist others to resolve conflict. Has a network of contacts internally and externally.	Uses a range of communication techniques to effectively handle complex, sensitive matters involving a range of people including professional and specialist staff. Reports on complicated issues where some liaison with other teams or organisations is involved. Prepares complex management reports. Deals with issues presenting in team skills area; when outside team area, ensures effective engagement /referral, internally or externally.
Customer Relationships	Learns to assist customers to address their practical straightforward needs and expectations. Develops basic knowledge of supports and services and offered. Learns to provide information and referral to others. Develops an awareness of diversity and confidentiality requirements and relevant stakeholder relationships and the importance of these.	Assists customers to address their practical straightforward needs and expectations. Adopts a flexible approach. Has working knowledge of available supports and services. Undertakes communication and liaison with customers. Demonstrates confidentiality and diversity awareness. Provides information and can refer to others. Understands relevant stakeholder relationships and the importance of these.	Assists customers to address their needs and expectations. Has practical knowledge of supports and services available. Is flexible and suggests alternative service solutions, provides information or makes necessary referrals. Demonstrates confidentiality and awareness of diversity in relating to sensitive issues. Assists with building and maintaining positive relationships with stakeholders.	Works with customers to explore and resolve their practical complex needs, expectations and goals. Uses understanding of relevant service delivery theory and has operational knowledge of supports and services available. Is flexible and suggests alternatives and gathers information to enable effective referral. Undertakes service liaison/communication with customers during complex problem resolution. Understands confidentiality and diversity aspects. Understands and assists with building and maintaining relevant stakeholder relationships.	Works with customers to explore and resolve a variety of their complex needs, expectations and goals. Has comprehensive knowledge of supports and services available internally and externally. Models a flexible and creative approach. Undertakes service liaison/ communication with customers in a variety of complex problem resolutions. Suggests alternatives and organises referral. Promotes diversity awareness and confidentiality aspects. Understands relevant stakeholder relationships and the importance of these to the organisation. Assists with building and maintaining positive stakeholder relationships.	Ensures customers are appropriately supported in exploring and resolving their needs, expectations and goals. Comprehensive knowledge of supports and services available. Ensures: quality of service; effective liaison/communication with customers; confidentiality, diversity awareness, provision of information and effective internal and external referral practices. Ensures team members possess required knowledge and approach situations flexibly and creatively. Understands significant stakeholder relationships and their importance. Contributes to positive relationships with relevant stakeholders, building a network of people as required.
Personal Accountability	Develops basic understanding and adheres to organisation policies & procedures and all government legislation and standards relevant to own role. Learns responsibility for workplace health, safety and wellness. Understands the need to appropriately use resources. Learns accountability requirements in own role. Learns to assist in maintaining organisation's image and reputation.	Adheres to organisation policies & procedures and all relevant government legislation and standards, including workplace health, safety and wellness responsibility. Identifies quality variations against standards and procedures in own work area. Adopts personal accountability in own role. Uses resources efficiently. Maintains organisation's image and reputation in context of own role.	Adheres to organisation policies & procedures and all relevant government legislation and relevant standards. Follows detailed and precise work procedures. Evaluates own work to ensure quality and safety standards are met. In own work area makes agreed changes. Adopts a professional approach to own personal accountability. Maintains organisation's image and reputation.	Adheres to organisation policies & procedures and all relevant government legislation and standards. Encourages others. Understands and interprets complicated standards which require variations to procedures. Adopts a professional approach to own accountability and influences others. Supports safe work practices. Recognises responsibility in maintaining own organisation's image and reputation and assists other staff.	Promotes and adheres to organisation policies & procedures and all relevant government legislation and standards. Models a professional approach to own accountability. Guides others in the efficient use of resources and in meeting quality standards; assists in achieving compliance. Provides a reference point based on years of experience. Supports team members and models and implements safe work practices. Assists in the promotion of own organisation's image and reputation.	Ensures adherence to organisation policies & procedures and all relevant government legislation and standards. Regularly assesses and reports on compliance. Ensures the implementation of new/ amended procedures and quality standards. Monitors and ensures efficient and effective use of organisation financial and other resources. Maintains a safe and healthy workplace. Ensures organisation's image and reputation is maintained.
Innovation	Learns the importance of flexibility and creativity in role. Learns to seek opportunities to work better and to recognise risk within the limits of the role. Learns to take responsibility for continuous improvement in own work.	Appreciates the need for resourcefulness, creativity and adaptability within role boundaries. Open to new approaches. Takes responsibility for continuous improvement and risk mitigation in own work. Resolves routine problems. Suggests changes.	Undertakes tasks using a resourceful and creative approach. Suggests changes to improve quality in own work and makes agreed changes. Able to address and mitigate risk in own work. Assists with review and/or development, implementation and improvement of specific work practices and procedures.	Meets responsibilities using a resourceful and creative approach. Seeks opportunities to innovate within the context of the role. Solves problems requiring the practical application of theory. Understands why risk mitigation and continuous improvement are important and can convey this to less experienced staff.	Adopts a resourceful and adaptable approach to work. Encourages creativity in others. Identifies opportunities for improvement to services provided. Able to address and mitigate risk and advise others; assists in risk assessments. Recommends changes to procedures and standards that impact beyond own team.	Ensures resourcefulness and creativity are enabled. Recognises individual contributions. Identifies and contributes to opportunities for innovation across teams. Ensures risk mitigation and assessment and quality improvement practices are in place. Applies appropriate problem solving and decision making tools to complex practical matters arising in the improvement process.
Experience / Qualifications	Ability to develop capability across all competencies required at this level of work. Equivalent to VET Certificate 1.	Equivalent to VET Certificate II in relevant studies or equivalent experience. Is capable across the full range of competencies required.	Equivalent to VET Certificate III in relevant studies, or equivalent knowledge and experience.	Equivalent to VET Certificate IV in relevant studies, or equivalent knowledge and experience. Operates at the level of a very skilled team member.	Equivalent to VET Diploma/Advanced Diploma/Associate Degree, or equivalent knowledge and experience obtained through ongoing professional development.	Equivalent to 3 year degree or equivalent knowledge and experience, or VET Advanced Diploma/Associate Degree with experient

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Functional Requirements	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Service Delivery	Able to take enquiries over the phone and/or in person. Develops an understanding of being service focussed in the context of the role. Learns to undertake internal and external customer communication under regular supervision. Learns to listen and provide straightforward support to customers. Learns to assist direct service staff with administrative tasks.	Develops a proactive approach to supplying information about services and support offered. Sends standard emails and correspondence. Gives high priority to service delivery and demonstrates a service focus. Assists more experienced staff with communication with internal and external customers on more complex issues. Provides straightforward support to customers. Assists direct service staff with administrative procedures.	Provides service to a range of internal and external customers, demonstrating a service focus in all areas. Is proactive in supplying information about the services and support provided by the work area/organisation. Able to handle sensitive inquiries with tact and discretion. Able to appropriately assist customers based on an understanding of the work area's priorities, and refer more complex enquiries appropriately. Assists direct service staff with administrative work.	Handles service enquiries or problem resolution of a more complex nature for a diverse range of internal and/or external customers. Able to determine needs and service expectations in sensitive situations and then appropriately adjust processes and own approach. Is able to provide guidance to less experienced staff. Assists direct service staff in arrangements for the delivery of services.	Understands and is able to respond effectively to a variety of complex service needs and a variety of complex situations. Liaises and participates in discussions with internal and external customers at all levels. Provides training in service techniques and guidance to less experienced staff. Provides support and assistance to direct service staff or oversees the support provided by the team.	Ensures a high quality of service to internal and/or external customers and accurate provision of information. Provides supervision and training in service techniques and guidance to less experienced staff. Ensures: team members possess an appropriate level of knowledge of the range of services; appropriate service outcomes in accordance with organisation policy, quality standards and performance measures are being achieved. Responsible for ensuring direct service staff are provided with appropriate service assistance, as required.
Work Area Knowledge & Application	Learns simple, straightforward or repetitive corporate and service support tasks. Develops general and routine administrative task ability. Completes standard forms, based on information provided. Collects and delivers documents and packages. Files and retrieves in basic alphabetical or numerical order. Assists in maintaining working environment and resources.	Undertakes simple, straightforward or repetitive corporate and service support work. Checks own work for errors. Verifies simple records by comparison with the source of entry. Refers errors or queries for the attention of more experienced staff. Sorts, files and retrieves documents requiring an understanding of relevant procedures and/or document content. Develops capability to assist more experienced staff working on corporate and service support events or projects.	Undertakes corporate and service support work. Drafts correspondence for senior staff involving routine and/or non-technical matters. Prepares or processes work using well defined systems. May enter and check standard entries and/or calculations and deals with basic errors, queries. Files and retrieves from existing filing and archive system. May assist more experienced staff working on corporate and service support events or projects or in monitoring of service contract requirements.	Undertakes the more complex corporate and service support work. May undertake routine processing or assist with corporate and service support projects. Able to extract material from other sources and assemble into report form. Ascertains and questions reasons given for apparent variations from procedures. Determines reasons for errors and deals with complicated reconciliations. Extracts information from databases or archives. Adopts records management systems, including for specialised subjects. Arranges local events or assists with corporate and service events. Assists with monitoring of service contract requirements.	Assists with the implementation of corporate and service support policies, procedures and projects. Drafts emails, letters, for review on a variety of complex corporate and service support matters. Prepares short reports for management indicating variance from policy and/or procedures. Compiles non-routine documentation from systems and databases. Assists in the development of complex filing and classification systems. Arranges and provides support for corporate and service events. Assists with monitoring requirements for service contracts.	Has a practical knowledge of relevant organisation systems, technology, policies and processes, specific to the relevant area of corporate and service support. Ensures all corporate and service support is in accord with policy and procedures. Identifies likely issues and suggests alternatives. Drafts complex correspondence for management or professional approval. Produces and/or summarises reports using a variety of tools to reflect results. Produces documents requiring management and organisation knowledge. May supervise the management of records. Organises logistics and support for complex corporate events or service projects. Assists with the monitoring and reporting against service contract requirements.
Information Technology & Workplace Equipment	Enters data and learns use of relevant communications and technology systems. Elementary understanding of desktop computer operations. Basic knowledge of workplace equipment of various types.	Uses relevant communications and technology systems. Able to prepare tables, charts and spreadsheets, basic desk top publishing. Interrogates and maintains a database. Knowledge of the software and internet procedures relevant to the position. Uses workplace equipment with minimum supervision.	Uses relevant communications and technology systems. Prepares complicated reports including technical language and tables. Undertakes straightforward desk top publishing tasks. Good working knowledge of the software and internet procedures relevant to the position. Operates workplace equipment and provides support to other staff, e.g. basic IT support. May assess problems and faults and take corrective action, including contacting repairers.	Uses and guides others in use of communications and technology systems. Uses spreadsheet and databases involving use of statistical and financial formulae. Supports senior staff across functional areas using a variety of software applications. Provides guidance to others on the use of workplace equipment, including IT systems and software. May support local roll-out of systems enhancement/implementation.	Uses and supports appropriate use of communications and technology systems. Trains other staff in the use of workplace technology. Obtains information on new workplace equipment and consumables and provides advice to management. Assists with the implementation of procedures and guidelines and local enhancements/implementation of technology systems.	Ensures use of relevant communications and technology systems by all relevant staff. May develop recommendations for the purchase of new and/or upgrading of workplace equipment. Undertakes projects such as implementing new and/or upgraded workplace equipment. Ensures provision of support and training for local staff in system enhancements/roll-outs. Liaises and co-ordinates with external repairers and suppliers.
Reporting, Documentation & Administration	Learns responsibility for reporting, documentation and administrative requirements in role. Learns to use relevant business systems to maintain appropriate notes and other documentation to required standard.	Adheres to reporting, documentation and administrative requirements. Maintains appropriate notes and other documentation to required standard using relevant business systems.	Adheres to reporting, documentation and administrative requirements. Assists others. Maintains appropriate notes and other documentation. Uses relevant business systems to meet reporting and administrative requirements. Suggests changes to improve documentation, reports and administration within the context of the role.	Adheres to reporting, documentation and administrative requirements and provides assistance to less experienced staff. Identifies gaps and suggests changes to reporting and administrative processes, documentation and procedures. Assists with implementing agreed changes within the work area. Uses relevant business systems for reporting and administrative purposes and maintains appropriate documentation to required standard.	Adheres to reporting, documentation and business administration requirements and assists others in following procedures and using business systems. Modifies documentation and procedures for organisational approval. Assists with the implementation of new/amended reporting and administrative requirements and meeting team and organisation requirements for data and information.	Ensures adherence to reporting, documentation and business administration requirements. Ensures business systems are utilised, procedures are adhered to and appropriate documentation is maintained. Ensures the implementation of new/amended reporting and administrative requirements. Ensures all reporting, documentation and administrative matters are addressed to meet team and organisation requirements.

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