

Authorised Reporting Manager

- **New Senior position, full-time due to our growth**
- **Office in Drummoyne, with working from home opportunities**
- **Are you ready to shake up the disability sector? We're on a mission to bring happiness to the lives of people living with a disability**

What Ability is looking for our newest member to join our growing core team in Sydney. We are looking for a highly motivated, customer-focused and experienced Authorised Reporting Manager. You must have experience working within the disability reporting space.

What Ability is an NDIS registered disability support service with a mission to bring a smile to participants through community experiences. We utilise professional and semi-professional athletes as support workers and currently support over 80 participants across Sydney.

This role will suit someone who has authorised reporting experience and is looking to work within a young and vibrant team. Our office is open plan and our team mascot (french bulldog) Tex is always on the hunt for a buddy to throw the ball with!

Responsibilities for our Reporting Manager include;

- Report and manage the NDIS Quality and Safeguards Commission on authorised and interim regulated restrictive practices
- Manage the centralised Restrictive Practice Authorisation inbox
- Set up participant accounts on the NSW FACS RPA Sydney for all What Ability NDIS participants
- Timely submission of RPA and schedule RPA panel dates
- Meet internal and external Customer requests in a timely and courteous manner
- Efficiently manage communication with participant and operation teams where applicable
- Receive and review Restrictive Practice Panel applications
- Refer staff to appropriate assistance where applications are incomplete
- Run reports and data exports from relevant systems to assist with regular internal and external reporting requirements, as well as ad hoc reporting to support incident investigations
- Assist with the development and maintenance of Standard Operating Procedures and Work Instructions
- Maintain a sound knowledge of What Ability services and NDIS Quality and Safeguarding Commission legislation, policy and procedures for Regulated Restrictive Practice administration

- Work collaboratively with team members to support each other during periods of planned leave/absences
- We highly encourage our core team to be active support workers in our community, and may at times step in as support workers. In times of need you may be asked to step in on weekends/extraordinary circumstances and will be paid in addition to your salary, as pre-determined by your manager

Qualifications for Reporting Manager

- 1+ years prior experience in NDIS reporting
- Demonstrated experience of timely and accurate data management across systems
- A positive, can-do attitude is a must!
- Good team player

At What Ability we have four key values:

1. Passion - to create an inclusive world with youthful energy
2. Empower- empower participants to try new experiences
3. Empathy - listen to your people
4. Reliable - our support is consistent and our team are responsible

Benefits

- Flexible working from home opportunities, we value work-life balance
- Professional education allowance
- Pet-friendly office
- Fun and quirky celebrations and team events; monthly team dinner, birthday lunch, end of school holidays celebration!

If you believe you have the right attitude and skill-set, we want to hear from you! Please email jobs@whatability.com.au with an introduction about yourself and why you would be great for this role.