



Candidate information pack

Branch Head, South East
(SES Band 1)

NDIS Quality and Safeguards Commission

Reference No: 795

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Unit 120A, Mode 3 Building
24 Lonsdale Street, Braddon ACT 2612
PO Box 5125, Braddon ACT 2612
T 02 6232 2200 • F 02 6232 2222
E admin@execintell.com.au

Branch Head, South East, SES Band 1, NDIS Quality and Safeguards Commission

Position description

Position Overview

Reports to: NDIS Commission Registrar **Staff:** Approximately 140
Location: Sydney, Melbourne or Canberra

About the Role

The Branch is responsible for delivering the NDIS Commission's state and territory-based functions, being complaints, reportable incidents, behaviour support, compliance and investigations. The Branch ensures state and territory operations are compliant with the Commissioner's obligations under the National Disability Insurance Act 2013, and Rules, and aligned with the NDIS Commission's strategic directions. The Branch oversees and monitors the integration of these functions at the jurisdictional level and ensures national consistency across the NDIS Commission's work.

Reporting directly to the Registrar, the Branch Head is accountable for the work of state and territory offices in the region, as well as co-ordinating cross jurisdictional matters, and triaging matters that will require the attention of the relevant Executive responsible for certain functions of the Commissioner. The Branch Head drives cross-functional engagement within each state and territory office, and connection with registration operational activities. They manage regional stakeholder relationships and interfaces with local regulators. The Branch Head has knowledge of, and provides insight and intelligence into local, regional and jurisdiction matters.

The Branch Head is responsible for providing leadership across all aspects of the Branch, including actively participating in the consistent implementation of the Commissioner's functions, as well as working collaboratively within the broader Operations Group.

The duties of this role include:

- Leading and managing the functions of the Branch in achieving its regulatory and operational objectives.
- A high level of representation with external stakeholders including State and other Government agencies, and other regulators to collaboratively advance the Commissioner's objectives.
- Building a strong and effective regulatory culture that focusses on positive outcomes for people with disability across all Branch functions
- Securing compliance within the legislation and rules, with a focus on provider performance and quality improvement
- Providing direction and guidance to the Commission's state and territory offices to ensure the Commission's powers are exercised appropriately
- Identify systemic and/or emerging issues in existing services and work with the Commission's Senior Executive Service to develop solutions
- Promote positive outcomes for the Commission's staff in relation to, performance management, workforce management, and learning and development initiatives.
- Contribute to the setting and delivery of the Commission's strategic directions and establish and ensure delivery of state and territory directions, communicating objectives and expectations to create a shared sense of purpose.

Experience and Capabilities

To be a strong contender for this challenging position, you will need to demonstrate an exceptional level of leadership and vision, have proven regulatory and management experience in demonstrate high level people management and communication skills, be forward thinking, self-motivated, and engender a high standard of professional and personal integrity. Experience in managing dispersed teams in a complex operating environment.

In particular, the successful candidate will have the following skills, experience and personal attributes:

- regulatory experience, including experience managing complex and dispersed teams
- well-demonstrated emotional intelligence

- professional authority, credibility, and the ability to inspire confidence
- the ability to direct and manage significant change agendas
- the ability to operate effectively in dynamic and quickly changing environments
- keen intelligence, persuasiveness and influencing skills
- a strong results orientation, resilience, and a positive approach to issues resolution
- a proactive approach to professional and organisational development with the ability to engender enthusiasm and professionalism in others
- astute judgement and political awareness, and
- the highest ethical standards.

Qualifications

No formal qualifications are required.

Tenure

The successful candidate will be offered ongoing employment under the *Public Service Act 1999*.

Remuneration

An executive package will be negotiated with the successful candidate comprising:

- Salary range \$174,710 – \$203,042;
- Superannuation 15.4%;
- Executive vehicle allowance (EVA) \$26,000;
- Non-cash benefits (which could include parking, laptop, and mobile phone); and
- Leave provisions.

Eligibility and Security

To be eligible for engagement to the Australian Public Service (APS), applicants must be Australian citizens or have To be eligible to obtain a security clearance (Baseline, Negative Vet 1 or Negative Vet 2) the successful candidate must be an Australian Citizen. Candidates must be able to establish their background as checkable to be considered eligible for a security clearance. Any gaps or periods of time spent overseas for 12 or more months (cumulative) that cannot be verified by an Australian referee are typically deemed uncheckable, rendering the candidate ineligible for a security clearance. Background history must cover 5 / 10 years (Baseline / Negative Vet 1 or Negative Vet 2) of employment, education, residential, criminal history and anything else specified by the AGSVA. The successful candidate must be willing to disclose all relevant and required information to fulfil this process.

Candidates employed by the NDIS Commission are required to undertake a Police Records Check. If the position involves working with children and/or vulnerable people, the appropriate check for this will also be required to be undertaken. In addition, the successful candidate(s) are likely to be required to obtain and maintain at least a baseline security clearance.

RecruitAbility

We encourage applications from people with disability, LGBTIQ+ people, women and people with diverse linguistic and cultural backgrounds.

We recognise the richness of Aboriginal and Torres Strait Islander cultures and the unique knowledge Aboriginal and Torres Strait Islander employees bring to our workplace, policy development and service delivery. We welcome and encourage applications from Aboriginal and Torres Strait Islander people.

We participate in the Australian Public Service RecruitAbility Scheme to support the employment of people with disability.

For more information see: www.apsc.gov.au/priorities/disability/recruitability.

The NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. The Commission regulates NDIS providers, provides national consistency, promotes safety and quality services, resolves problems and identifies areas for improvement.

The NDIS represents a fundamental change to the way people with disability are supported in their everyday lives. This change requires the right systems and protections to support quality and safety in NDIS services and supports.

When the NDIS was launched, governments agreed that a nationally consistent approach to quality and safeguards would be a critical component of the scheme. The NDIS Quality and Safeguarding Framework, which establishes the NDIS Commission, was developed to achieve this.

The NDIS Commission brings together various quality and safeguards functions into a single body for the first time and has a suite of education and regulatory powers that will apply across Australia. This will improve consistency in regulation and registration for providers in different states and territories and give assurance to participants that the same standards of quality and safety will be expected wherever they receive their services.

The Commissioner's core legislative functions are to:

- uphold the rights of, and promote the health, safety and wellbeing of, people with disability receiving supports or services, including those received under the National Disability Insurance Scheme
- develop a nationally consistent approach to managing quality and safeguards for people with disability receiving supports or services, including those received under the National Disability Insurance Scheme
- promote the provision of advice, information, education and training to NDIS providers and people with disability
- secure compliance with relevant legislation through effective compliance and enforcement arrangements, including through the monitoring and investigation functions conferred on the Commissioner by legislation
- promote continuous improvement amongst NDIS providers and the delivery of progressively higher standards of supports and services to people with disability
- develop and oversee the broad policy design for a nationally consistent framework relating to the screening of workers involved in the provision of supports and services to people with disability
- provide advice or recommendations to the National Disability Insurance Agency (NDIA) and its Board in relation to the performance of the Agency's functions
- engage in, promote and coordinate the sharing of information to achieve the objects of the relevant legislation, and
- provide NDIS market oversight, including:
 - by monitoring changes in the NDIS market which may indicate emerging risk; and
 - by monitoring and mitigating the risks of unplanned service withdrawal.

The NDIS Commission commenced operations in NSW and South Australia on 1 July 2018, and expanded its operations to other jurisdictions (Tasmania, Queensland, Victoria, Northern Territory and ACT) on 1 July 2019. The NDIS Commission will commence operations in Western Australia on 1 December 2020.

The NDIS Commission focuses on development and education as well as compliance and monitoring, and works with people with disability, NDIS providers and workers to improve their skills and knowledge. It provides guidance and best practice information to NDIS providers on how to comply with their registration responsibilities, including how to provide culturally responsive and appropriate disability supports.

NDIS participants have the right to be safe and to receive quality services from the providers and workers they choose to support them under the NDIS. The NDIS Commission has preventative, investigative and corrective powers to respond appropriately to issues that arise, and to identify opportunities to prevent them in future.

Benefits of the NDIS Commission

The NDIS Quality and Safeguards Commission works with providers, people with disability and their carers, families and advocates to improve the quality and safety of NDIS supports and services.

Some of the benefits of this work include:

- The new NDIS Code of Conduct and NDIS Practice Standards, which provide clear, consistent and enforceable standards of quality and safety for NDIS services and supports
- A nationally consistent worker screening system, which means participants in different states and territories can have the same safety assurances, and it will be easier for providers and screened workers to operate in multiple states and territories
- A single national registration and regulatory system for providers, which will reduce duplication and inconsistency and help providers meet the required standards
- Education and development that will improve the skills and knowledge of providers and workers to provide services and supports, and the ability and confidence of participants to choose and use these services and supports
- A responsive and proportionate approach to regulation, with the strongest actions taken against the most serious breaches
- A new system for complaints and incident management, including reportable incidents
- New requirements for behaviour support practitioners and education for providers and participants in the use of behaviour support strategies to reduce and eliminate restrictive practices.

Vision

For people with a disability to receive quality and safe supports and services under the NDIS.

Values

The NDIS Quality and Safeguards Commission values reflect those of the broader Australian Public Service and are central to the way they work with stakeholders.

Commitment

The NDIS Quality and Safeguards Commission will

- consult and co-operate with stakeholders on the performance of their functions,
- give people with disability every opportunity to participate in discussions that relate to them and take into consideration their wishes and views about those matters,
- conduct compliance and enforcement activities in a risk responsive and proportionate manner, and
- promote the development of a diverse, high quality and sustainable NDIS market.

Further Information

NDIS Quality and Safeguards Commission website [CLICK HERE](#)

NDIS Quality and Safeguards Commission Corporate Plan [CLICK HERE](#)

NDIS Quality and Safeguards Commission Annual Report [CLICK HERE](#)

NDIS Quality and Safeguards Commission Capability Framework [CLICK HERE](#)

National Disability Insurance Scheme Act 2013 Explanatory Statement [CLICK HERE](#)

Preparing your application

Your application should include a CV and a statement of claims (a short 'pitch' of no more than 1500 words drawing out why you are interested in the role what you offer the agency, your skill set, relevant career history and achievements, and your leadership attributes. In preparing your application you may also wish to take account of the following selection criteria which apply to SES roles in the APS.

In addition to submitting your CV and a statement of claims (or 'pitch') you will be required to fill in some additional fields in our online application form. These include areas such as Key areas of expertise, Major Achievements, Staff Management and Budget Management.

The selection process will include assessment of the statement of claims, Curriculum Vitae (CV), interview and may also include a work sample test, referee checks and psychometric assessment.

Selection criteria

1. Achieves Sustained Results

Relevant capabilities and behaviours:

- Builds organisational capability and responsiveness
- Marshalls and develops professional expertise
- Steers and implements change and deals with uncertainty
- Ensures closure and delivers on agreed results (time, cost and quality)

2. Cultivates productive working relationships

Relevant capabilities and behaviours:

- Nurtures internal and external relationships
- Facilitates cooperation and partnerships
- Values individual differences and diversity
- Guides, mentors and develops people

3. Exemplify personal drive and integrity

Relevant capabilities and behaviours:

- Demonstrates Public Service professionalism and probity
- Engages with risk and shows personal courage
- Commits to action
- Displays resilience
- Demonstrates self-awareness and a commitment to personal development

4. Communicates with influence

Relevant capabilities and behaviours:

- Communicates clearly
- Listens, understands and adapts to audience
- Negotiates persuasively

5. Shapes strategic thinking

Relevant capabilities and behaviours:

- Inspires a sense of purpose and direction
- Focuses and acts strategically
- Harnesses information and opportunities
- Shows judgement, Intelligence and common sense

About Executive Intelligence Group

Executive Intelligence Group is a Canberra based executive search and recruitment management firm. We specialise in finding, selecting, developing, coaching and mentoring senior executives across a range of different contexts and sectors.

We are held in high regard by senior decision makers and would be recognised as having exceptional coverage in terms of the number and nature of agencies for which we have completed assignments.

We have extensive experience in generalist, 'difficult to fill' and specialist executive roles, bulk rounds, statutory appointments and private sector positions and an outstanding reputation in dealing with Secretaries, senior executives CEOs and Boards.

If, after reading the selection documentation, you require further information please contact **Tricia Searson** or **Karina Duffey** on (02) 6232 2200.

Applications must be submitted through the Executive Intelligence Group website.

How to apply

Executive Intelligence Group has the capability to receive applications online via our website.

A major benefit of lodging an application through our system is that your details will now be saved in your personal, confidential account. This means that, should you apply for any future roles through us, you will not have to re-enter this information and this will hopefully make the application process easier for you. If at any time your personal details change you are able to update this via your account. It is important to us that you find our website easy to use. If you have any feedback on how we can make the website more user friendly to assist you in completing an application or downloading candidate information, please let us know.

At **Executive Intelligence Group**, we respect the confidentiality of the personal information you provide to us and understand that your privacy is critical.

To review our Privacy Policy please click here: <https://executiveintelligencegroup.com.au/privacy-policy/>.

Important things to note:

- When you apply for the first time, please create an account and make a note of your username and password;
- For subsequent applications, you will need to log in to your account and submit your application along with your CV and statement of claims/pitch. I.e. you will need to submit an application for **EVERY** vacancy you are interested in - submitting one application does **NOT** mean you will automatically be considered for other vacancies with Executive Intelligence Group.
- Please have your CV and statement of claims/pitch ready to upload in a single document. Make sure you take account of the requirements of the position and the selection criteria (if required) against which you will be assessed. In your CV, it is useful for you to provide a quick snapshot of the key responsibilities you have had in each role over the last 5 years;
- You will have an opportunity to review, edit and print your application before you submit. However, once it is submitted you will not be able to make any changes;
- In the event that you do not receive an automated email confirming your application has been submitted it is very important that you contact us as there may be an issue with your application lodgement;
- If you do not hear from us about the progress of your application within 3 weeks from the close date, please contact us for an update; and
- If at any time, you wish to withdraw from this process you will need to send an email to admin@execintell.com.au to let us know. You are unable to withdraw your application directly from the website.

We can be contacted on 02 6232 2200 or admin@execintell.com.au.

How to apply online:

1. Go to the Executive Intelligence Group website and navigate to the Vacancies page (<http://www.executiveintelligencegroup.com.au/vacancies/>);
2. Find the vacancy you are interested in applying for and click 'More Info'. This will enable you to download the candidate information pack. This will assist you on how approach your application;
3. When you are ready to apply, find the vacancy you are interested in applying for and click 'Apply';
4. Read the information about applying and press 'Start';
5. This is where you will create your account if you are applying for the first time. If you have used our system previously you can log in with your user name and password;
6. From here you will be guided through an online application form;
7. At the end of the form you will be prompted to upload your CV and selection criteria/pitch. You **MUST** have your name referenced within the document/s you upload. Please note you should have this already saved in a single document it is preferable to keep the file name of the document short and without symbols for example: **Surname First Name Ref No Job**. Where possible please upload your documents in PDF format, we are also able to accept documents in Word format.
8. If you wish to change any of the sections before you submit you can click on the 'Summary' table on the right-hand side which will take you to the specific page;
9. Submit your application; and
10. You will receive an automatic email with a copy of your application.