



	ENTRY LEVEL CORRELATES TO LEVEL 7-8 IN THE NDS DISABILITY CAREER PLANNER AND CAPABILITY FRAMEWORK		EXPERIENCED LEVEL CORRELATES TO LEVEL 9-10 IN THE NDS DISABILITY CAREER PLANNER AND CAPABILITY FRAMEWORK		ADVANCED LEVEL CORRELATES TO LEVEL 11 IN THE NDS DISABILITY CAREER PLANNER AND CAPABILITY FRAMEWORK	
FUNCTION	Competency	Learning and Development	Competency	Learning and Development	Competency	Learning and Development
Community engagement	Facilitates inclusion Develops and maintains networks and collaborative partnerships	Access and Inclusion Developing and maintaining networks / partnerships	Identifies and creates community engagement opportunities Promotes and represents the organisation effectively Manages partnerships between service providers Maintains and use a broad range of networks	Developing and delivering presentations Influencing, consulting and negotiating	Identifies and creates community engagement opportunities Advocates for organisation	Public speaking Designing and running workshops Creating engagement
Operational planning and execution	Develops and implements service/support plans for new customers	Disability Services Standards and relevant legislation Developing service performance measures Understanding the NDIS Planning and supporting the achievement of outcomes Person centred planning and co-design Developing and implementing personalised supports	Develops and implements new service programs Manages and monitors contracts and Agreements	Developing proposals, submissions and business cases Contract compliance and reporting NDIS Operational policies and their implementation	Leads /designs /reviews new projects/ enterprise systems/ service offerings	Strategic thinking and execution Best practice in organisational systems to support service delivery Use of data as a strategic asset
Risk management	Manages legal and ethical compliance Ensures a safe workplace Reports risk and incidents Conducts Audits	Disability Services Standards and relevant legislation and frameworks Safeguarding and protection Restrictive practices Workplace health and Safety 101 Conducting workplace audits 101 Risk identification and management Serious Incidents reporting	Manages workplace risk Develops Business Continuity Plans	Risk identification, analysis, elimination and reduction Workplace health and Safety management Business Continuity Management Serious incident management and reporting Taking and managing risk	Profiles/manages/ advises on complex risk	Risk management, frameworks and methodologies

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FUNCTION	Competency	Learning and Development	Competency	Learning and Development	Competency	Learning and Development
People management	<p>Supports staff/ volunteers</p> <p>Adheres to human resource management protocols</p> <p>Manages workplace issues</p> <p>Manages high performance teams</p>	<p>Staff performance and development</p> <p>Performance management</p> <p>Managing High Performance Teams</p> <p>Giving and receiving feedback</p> <p>Difficult conversations</p> <p>Managing grievances</p> <p>Delegation skills</p> <p>Managing upwards</p> <p>Managing bullying and harassment</p>	<p>Staff / volunteer recruitment and selection</p> <p>Manages and coaches staff/ volunteers performance</p> <p>Facilitates teamwork</p> <p>Manages complex workplace issues</p> <p>Manages complex staff issues including disciplinary and grievances</p> <p>Manages and promotes diversity</p> <p>Understands/ participates in workforce planning.</p>	<p>Collaboration and cooperative work practices</p> <p>Managing conflict</p> <p>Industrial relations</p> <p>Developing staff performance</p> <p>Developing and implementing diversity plans, including targets</p> <p>Managing bullying and harassment</p> <p>Investigating misconduct</p>	<p>Coaches, motivates, mentors and develops individuals.</p> <p>Practices contemporary human resources management</p> <p>Measure and augments teams performance</p>	<p>Strategic workforce planning</p> <p>Workforce utilisation</p> <p>Workforce data, metrics and analytics</p> <p>Developing talent</p> <p>Mediation skills</p> <p>HR systems and processes, including industrial relations and awards/EBAs</p>
Financial management	<p>Follows budgetary processes</p>	<p>Understanding budgets</p> <p>Finance for non-finance managers</p>	<p>Prepares, manages and monitors budgets</p>	<p>Managing and preparing budgets</p> <p>Financial and contractual analysis</p>	<p>Plans and manages finances</p> <p>Manages / monitors contracts and cost effectiveness</p>	<p>Budget development, analysis and management</p> <p>Measuring return on investment</p> <p>Contract negotiation, development and management</p>
Organisation relationships	<p>Fosters an innovative work environment</p>	<p>Maintaining professional relationships</p>	<p>Leads teams</p> <p>Works with other teams</p>	<p>Key elements of effective collaboration</p>	<p>Develops and cultivates collaborative partnerships and relationships</p>	<p>Principles and practices for collaboration</p> <p>Stakeholder management</p> <p>Strategic partnership building</p> <p>Fostering a collaborative environment</p> <p>Managing partnership</p> <p>Disagreements and Conflicts</p>

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STRATEGIC CORE requirements.	Competency	Learning and Development	Competency	Learning and Development	Competency	Learning and Development
Sector and organisation purpose and values	<p>Manages operational plans</p> <p>Engages in responsible environmental work practices</p>	<p>Understanding operational planning</p> <p>Understanding values and ethics</p> <p>Environmental sustainability 101</p>	<p>Develops and implements business plans</p> <p>Embeds a human rights approach in planning and delivery services</p>	<p>Business planning</p> <p>Best practice in person centred service delivery</p>	<p>Leads strategic and business planning activities</p>	<p>Formulating strategic goals to achieve vision, Intent and values</p> <p>Understanding strategic failure</p>
Leadership and teamwork	<p>Leads and manages team effectiveness</p> <p>Manages own workload</p> <p>Communicates with influence</p> <p>Fosters workplace diversity</p> <p>Engages in reflective practice</p>	<p>Workplace coaching and mentoring</p> <p>Coaching, supervision and mentoring skills</p> <p>Communication skills for leaders</p> <p>Managing and facilitating meetings</p> <p>Implementing change</p> <p>Cultural awareness and diversity training</p> <p>Cultural safety</p> <p>Creating a positive work environment</p> <p>Reflective practice</p> <p>Creating a positive work environment</p>	<p>Leads and influences change</p>	<p>Leadership</p> <p>Situational leadership</p> <p>Staff engagement and facilitation</p> <p>Planning and implementing projects</p> <p>Change Management</p> <p>Policy development</p>	<p>Leads teams to success</p> <p>Leads service development</p>	<p>Project planning and management</p> <p>Advanced negotiation skills</p>

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STRATEGIC CORE requirements.	Competency	Learning and Development	Competency	Learning and Development	Competency	Learning and Development
Communication	<p>Manages effective workplace relationships</p> <p>Develops and maintains collaborative partnerships</p>	<p>Listening skills</p> <p>Professional documentation and report writing</p> <p>Privacy and confidentiality</p> <p>Developing and maintaining networks / partnerships</p> <p>Assertive communication</p> <p>Influencing and negotiating</p> <p>Dealing with conflict and confrontation</p> <p>Protocols regarding use of social media</p> <p>Negotiation and influencing skills</p>	<p>Manages internal and external stakeholder relationships and negotiations</p>	<p>Advanced communication skills for leaders</p> <p>Networking</p> <p>Communication uncertainty</p> <p>Obtaining buy-in</p>	<p>Develops & maintains internal/ external strategic networks</p> <p>Ensures a partnership approach within and between teams</p>	<p>Communication techniques</p> <p>Communicating on controversy</p> <p>Debating</p> <p>Creating value propositions</p> <p>Systematic Strategic Communication</p>
Customer relationships	<p>Develops and maintains positive customer relationships</p> <p>Manages quality customer service</p> <p>Supports organisational marketing</p>	<p>Maintaining professional relationships</p> <p>Customer services, managing enquiries/ requests</p> <p>Complaints management</p> <p>Creating ethical and power-sharing relationships</p> <p>Marketing at the frontline =</p>	<p>Promotes and represents the organisation effectively</p> <p>Support customers with planning and problem solving</p>	<p>Developing and managing customer relationships</p> <p>Excellence in customer service</p> <p>Facilitation skills</p> <p>Strength based approach and practices</p> <p>Referring on</p>	<p>Ensures customer relationship/ complaint processes are in place</p> <p>Strategically markets service offerings</p>	<p>National Disability Strategy</p> <p>Using complaints as opportunities</p> <p>Market analysis</p> <p>Partnerships and agreements, including negotiation terms and conditions</p> <p>Strategic customer relationship management</p> <p>Social media</p>
Personal accountability	<p>Reflects and improves on own professional practice</p> <p>Develops and uses emotional intelligence</p> <p>Uses a human rights approach in planning and delivery services</p>	<p>Emotional intelligence</p> <p>Managing stress</p> <p>Self-assessment and peer review</p> <p>Time management</p> <p>Human rights 101</p>	<p>Leads and influences change</p> <p>Develops and uses emotional intelligence</p>	<p>Change Management</p> <p>Developing continuous improvement strategies</p> <p>Policy development</p> <p>Emotional Intelligence in leadership</p> <p>Mindfulness in management</p>	<p>Oversees/ assists with the management of major changes in practices</p>	<p>Leading with EI</p> <p>Managing resistance</p> <p>Coaching teams through change</p> <p>Building team/ organisational change management capacity</p> <p>Behavioural change strategies and tools</p>

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STRATEGIC CORE requirements.	Competency	Learning and Development	Competency	Learning and Development	Competency	Learning and Development
Innovation	<ul style="list-style-type: none"> Leads and supports innovative thinking and creativity Leads sustainable work practices Supports change in the workplace Leads and supports process improvement 	<ul style="list-style-type: none"> Complex / creative problem solving Lead innovative thinking and practice Understanding quality improvement Change management training Process improvement 101 	<ul style="list-style-type: none"> Leads and supports continuous improvement, innovative thinking and creativity 	<ul style="list-style-type: none"> Developing continuous improvement strategies Creating Innovative workplaces Creative thinking and problem solving Transforming talent and technology into a competitive edge 	<ul style="list-style-type: none"> Fosters innovation in the team and organisation. Supports the organisation to identify and establish research opportunities (internal / external) 	<ul style="list-style-type: none"> Creative Capacity Building TRIZ/ TIPS Idea-generation facilitation Leadership behaviours for innovation Six Sigma