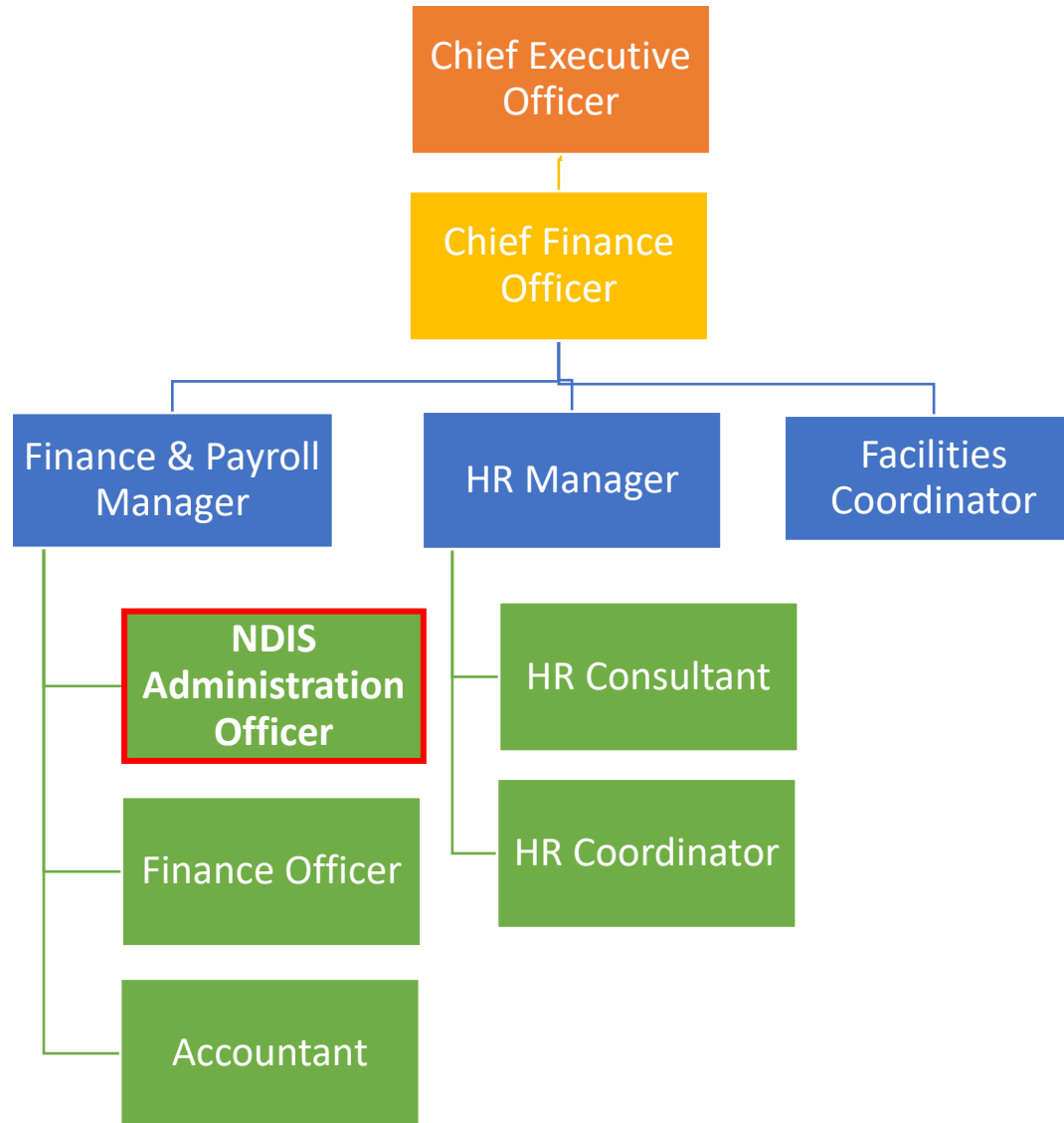


## Employee Position Description

Position Details		
<b>Position Title:</b> <b>NDIS Administration Officer</b>	<b>Department:</b> Finance (within Corporate services)	<b>Agreement:</b> Victorian Stand Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-20122
<b>Reports To:</b> <b>Finance &amp; Payroll Manager</b>	<b>Location:</b> Primarily based at the Head Office in Richmond, but may be required to work at various other sites.	
<b>Direct Reports:</b> <b>None</b>	<b>Employment Status:</b> <b>Fixed Term Full-time</b>	<b>Classification:</b> HSUA 2
Position Primary Purpose		
<p>The NDIS Administration Officer reports to the Finance and Payroll Manager (FPM) and works in partnership with the Accountant and Finance Officer on NDIS administration, billing and collections. The NDIS Administration Officer is responsible for the administration of clients NDIS service agreements, service bookings and maintaining clients data in various systems without dedicated support, and for liaising with other NDIS administration, intake and co-ordination roles in the organisation.</p> <p>The primary purpose of this position is to ensure the smooth and timely administration of NDIS agreements and billing, including process improvements where possible.</p>		

*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*

## Organisational Context



*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*

Decision Making Authority	Key Relationships
<p><b>Decisions made independent of Manager</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Chief Finance Officer</li> <li>• Finance &amp; Payroll Manager</li> <li>• Finance team</li> <li>• NDIS Administrators</li> <li>• Intake team</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• National Disability Insurance Agency (NDIA)</li> <li>• Clients and their administrators or plan managers</li> </ul>

Key Accountabilities	
Focus Areas	Responsibilities
<p><b>NDIS Service Agreements</b></p>	<p>Ensure timely and accurate issuing of new service agreements and updates. This involves:</p> <ul style="list-style-type: none"> <li>• Liaison with Intake and clinical teams to ensure accurate client information and quoting</li> <li>• Monitoring client data across multiple systems including Trakcare, Echidna and Attaché</li> <li>• Maintaining and updating service agreement templates in line with NDIS and organisational requirements</li> <li>• Establishing and refining efficient processes to create, update and monitor client agreements</li> <li>• Ensure consistent record keeping and version control of client agreements in the relevant system.</li> <li>• Respond to internal and external queries regarding NDIS agreements and administration in a professional and timely manner</li> </ul>
<p><b>NDIS Portal Administration and Client Plan monitoring</b></p>	<p>Manage NDIS Portal and client Plan administration for the relevant clients including:</p> <ul style="list-style-type: none"> <li>• Establishing and updating service bookings in line with service agreements and client plan data</li> <li>• Ensure client plan amounts and bookings are accurately reflected in the relevant systems including expiry dates and plan usage milestones</li> <li>• Provide regular and ad-hoc reports to Finance leadership and other AccessHC NDIS staff</li> <li>• Ensure claims are complied with NDIS Guidelines and relevant regulations.</li> </ul>
<p><b>NDIS billing and finance administration</b></p>	<ul style="list-style-type: none"> <li>• In liaison with the Accountant, process NDIS portal claiming and client billing in a timely and accurate manner.</li> <li>• Manage NDIS debt collections and administration issues, including portal corrections and manual claims</li> <li>• Work with Intake and other NDIS staff across AccessHC to streamline and automate processes across all systems</li> </ul>

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Version No: 2	Last Updated: 23 November 2020	Author: Anne Wiseman	Approved By: Paul Scroope CFO	Page 3 of 5
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Key Accountabilities	
Focus Areas	Responsibilities
<b>Collaborate with the wider finance and NDIS teams</b>	<ul style="list-style-type: none"> <li>• Maintain good relationship and open communication with the wider finance team to facilitate mutual sharing of information and knowledge. This will enable sharing the awareness of any particular operational issues and matters for timely informed decisions.</li> <li>• Maintain an environment of trust, respect and collaboration with the extended teams, to ensure congenial environment.</li> <li>• Exhibit and promote a culture of 'customer service', trust and respect; so as to allow the finance team to be of great value and service to the wider organisation.</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Provide leave cover for other NDIS or finance administration staff as required</li> <li>• Actively participate in team meetings and other forums as required.</li> <li>• Participate in quality projects as determined from time to time.</li> <li>• Work with the team to ensure priorities in all the areas are met.</li> <li>• Other ad-hoc tasks as required.</li> </ul>
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>• Through actions and behaviour, demonstrate AccessHC Values of; <b><i>Equity, Collaboration, Integrity, Accountability, Innovation and Excellence.</i></b></li> </ul>
<b>Quality and Risk Management</b>	<ul style="list-style-type: none"> <li>• Develop and maintain a sound knowledge of and commitment to AccessHC policies and procedures.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Actively participate in relevant continuing professional development as required.</li> </ul>
<b>Standard of Conduct</b>	<ul style="list-style-type: none"> <li>• To abide by the policies and procedures of AccessHC applicable to the maintenance of good order and conduct.</li> <li>• To maintain a harmonious and courteous attitude towards clients, the public and other staff.</li> </ul>
<b>Annual Planning</b>	<ul style="list-style-type: none"> <li>• Actively contribute to the annual planning cycle.</li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>• Act in accordance with AccessHC's policies, procedures and code of conduct.</li> <li>• Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</li> <li>• Participate in mandatory training requirements to support the delivery of a safe and effective service.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Act in accordance with health and safety policies and procedures at all times.</li> <li>• All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.</li> </ul>

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## Selection Criteria

### Standard selection criteria items

- A relevant tertiary qualification such as administration, finance or commerce (Cert IV or greater)
- Police Check (*mandatory*)
- International Police Check (*mandatory, if lived/work overseas in past 10 years*)

### Qualifications, registrations and experience

- Minimum of 3 years' experience in accounts, finance or relevant role, ideally in a not for profit, disability or healthcare setting – accounts receivable experience desirable
- Minimum of 2 years' experience with NDIS administration including Portal claiming and processing within a disability or health care service provider (essential)
- Prior hands-on experience with NDIS client systems and finance systems (preferably Attaché, Trakcare and / or Echidna)
- Demonstrated customer service focus
- Strong communication skills particularly working with clients with a disability and / or CALD backgrounds
- Demonstrated IT competence particularly in MS Excel
- Proficiency in other Microsoft Office suite

### Key skills and attributes

- Strong communication and interpersonal skills
- Demonstrated ability to relate to people from a diverse range of social, cultural and ethnic backgrounds
- Commitment to continuous quality improvement and health promotion principles
- Ability to work as part of a multidisciplinary team
- Ability to work respectfully and creatively
- Effective time management and prioritisation skills
- High level of accuracy and attention to detail
- Demonstrated ability to work in a team environment
- Demonstrated behaviours consistent with AccessHC values
- Demonstrated ability to produce accurate information, prepare accurate reports on time, and work under time pressure.
- A genuine desire to improve the lives of people through better health services

*AccessHC is a Child Safe Organisation.*

*AccessHC actively supports an inclusive culture and celebrates its diversity. We encourage applications from people with disabilities, diverse genders and sexualities, Aboriginal peoples and people from a culturally and/or linguistically diverse background.*

I have read and understand the above Position Description:

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

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