



Position Description

Position Title	Plan Management Officer - NDIS
Directorate	Corporate Services
Reports to	Team Leader Finance
Date of Job Description	21/06/2024
Conditions	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
Employment Status	Full-Time Ongoing, Subject to Funding
Salary	This position is classified as Band 2 – Admin Officer, with a salary range of \$62,783 - \$83,970, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
Hours of Work	This is a full time position. Work outside normal office hours may be required.

Position Objectives

To assist NDIS participants with management of funding supports under their NDIS Service Plans.

This role requires a responsive, supportive and timely approach to implementing and monitoring the financial and claims management processes of Plan Management.

Confidentiality, excellent organisational skills and accuracy are important attributes for this position, as well as good customer relations and the ability to communicate clearly.

The ideal candidate for this position is a skilled multi-tasker, is reliable and is committed to consistently meeting deadlines. The role will also be required to be part of the Administration Team.

Key Responsibilities & Duties	Performance Expectations
Responsibility for NDIS plan management services offered by Mallee Family Care.	Know and understand the framework under which the Plan Management service operates within the Agency, as well as within the NDIS.
Participate as part of the team in billing and claiming NDIS services.	<p>Register participant service bookings on the NDIS service portal in line with agreed service level KPI's.</p> <p>Upload supporting documentation (invoices, statements etc) to the NDIS portal in line with agreed service level KPI's.</p> <p>Generate monthly PMP service billings using provided systems.</p> <p>Using the Agency PMP tool, prepare and upload payment batches to both service provider and the NDIS portal.</p>
Provide administrative services in compliance with organisation policies and legal requirement.	<p>Complete required documentation ensuring that it is appropriately signed by participants or their authorised representative prior to commencing service delivery.</p> <p>Create and maintain client files with the Agency client management system.</p>
Ensure that a high level of customer service is undertaken with all participants.	<p>Conduct initial meetings with participants to familiarise the service offering that Mallee Family Care (the Agency) can provide.</p> <p>Proactively contact each PMP participant on a regular calling cycle as established with your line manager.</p> <p>Responsible to handle general enquiries from participants in relation to their NDIS plans.</p>
Provide accurate financial recording in compliance with organisation policies, legal requirements and NDIS standards.	<p>Prepare monthly statements as required using provided systems.</p> <p>Prepare monthly reporting against NDIS plan for management.</p> <p>Maintain oversight and report on participant activity against their NDIS plan.</p>
Represent the Agency and the role of Plan Manager to internal and external stakeholders.	Regularly meet with key internal referral partners, external service providers and the local area co-ordinators to ensure that the Mallee Family Care service proposition is marketed with effect.
To participate in supervision.	As per Mallee Family Care Supervision Policy.

To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.

Qualifications and Experience:

- The person employed as a Plan Management Officer will be expected to have previous relevant experience in bookkeeping with a focus on customer relations and will be required to hold an accredited qualification relevant to the position at Cert IV Level or above (Accounting/Bookkeeping or working towards).
- A current drivers licence, a willingness to travel and preparedness to be accommodated overnight when required.

Key Selection Criteria:

Applicants are invited to submit their application addressing the following selection criteria:

- Thorough understanding of accounting software and the use of Microsoft Office applications, with particular emphasis on Excel and Word.
- Ability to prioritise tasks and work to a high degree of accuracy.
- Demonstrated high level of communication and interpersonal skills, both verbally and written.
- Good organisational skills and the ability to work under pressure to meet strict timelines.
- Demonstrated ability to work as a team.
- Strong focus on customer service with an ability to empathise with clients while maintaining appropriate professional detachment.
- Ability to work in a confidential and professional manner at all times.

Organisation Structure and Values

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment