

**Position Description**

**Position title: Plan Manager Officer**

**Responsible to: Finance Coordinator**

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| **Our Vision**  To be a strong community business expanding opportunities for all.  **Our Mission**  To provide opportunities for growth, development, support & security for people with disabilities and their communities.  **Our Values**   * Professionalism and Continuous Improvement * Learning and Development * Quality and Dedication * Accountability and Transparency * Understanding and Compassion * Creativity and Innovation * Community Participation and Teamwork |

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| Position Purpose This role provides information and support to NDIS participants, carers, other consumers and the public regarding consumer Directed Services offered by participant support and the NDIS. Plan Manager officer will liaise with providers and the NDIS to ensure invoices are claimed and paid for in a timely manner and resolve any invoicing issues claimed and complexities. The role provides data entry support for accounts receivable, accounts payable and payroll. |

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| Requirements and responsibilities | Performance Measures | | **Key Performance Indicators** |
| **Plan Management support** | Deliver plan management services to participants | | Receive and process participant invoices in line with service agreements |
| Reconcile payments received from NDIS |
| Attend to enquiries from providers regarding invoices and payments |
| Advise on trends in funding usage for each participant and alert participants of concerns regarding over and under spending |
| Alert participants and/or families of upcoming plan end dates |
| Enter participant support invoices in participant records and distribute monthly statements to participants |
| In consultation with participants, determine the appropriate use of funds to meet participants goals while also working within NDIS guidelines |
| Statement distributed monthly |
| **Administration** | Provide data entry support for Accounts payable and Accounts receivable | | Invoices are processed and followed up within an established timeline |
| Assist with reconciliation of NDIS payments and resolving errors | | NDIS payments and errors are reconciled monthly |
| Provide back up support to Finance when required for Payroll, Accounts payable and Accounts receivable | | Payroll, accounts payable and receivable are processed and followed up within an established timeline |
| **Reception relief** | Attend to front counter enquiries in an efficient and polite manner and promote a professional and friendly image as the front-line person for Multitask | | All visitors are made comfortable and announced with any delay of over 5 minutes notified to them. |
| Maintain security of the building in regard to access to Reception and Visitors signing in. | | All visitors have signed in and out of the visitor’s book. |
| Answer and manage switchboard calls in an efficient and polite manner. | | Feedback indicates that all calls are greeted and communicated to with politeness and a helpful attitude at all times. |
| All calls are answered within 10 seconds and transferred to the correct person. |
| Accurate detailed messages are taken when extensions are busy and passed via e-mail to the correct person. |
| Process customer enquiries and orders for Business Services. | | Enquiries are passed on to the appropriate person with detailed accurate information |
| Manage the daily collection, processing and registering of all faxes and mail in a timely manner | | Mail is sent out on time and accurate records are available. |
| Ensure reception is always tidy and adequately maintained | | Reception and meeting rooms are clean and tidy at all times. |
| **Be compliant with Work Health and Safety (WH&S) and be responsible for ensuring standards are maintained.** | Demonstrate knowledge and understanding of WHS requirements. | Documentation is produced in a timely manner, e.g. incident report forms, hazard notification form. | |
| Take all reasonable action to protect Multitask assets from damage and or loss. | Compliance policy, procedures and safe working practices are adhered to. | |
| **Continuous improvement** | Take opportunities to increase skills through identifying relevant training and study opportunities that will contribute to improved organisational outcomes. | There is active participation in relevant projects, meetings, training activities etc. evidenced by calendar use. | |
| Relevant training is identified in both supervision and appraisal documentation and evidence it has been followed through. | |
| Demonstrate commitment to change management processes. | Organisational changes and sustainable environmental practice is supported. | |
| Identify and develop project opportunities to address service gaps, implement project work and report on findings and recommendations. | There is evidence through supervision and meetings that gaps are identified and projects developed and undertaken to enhance service delivery. | |
| **Be compliant with codes, guidelines, policies, procedures** | Demonstrate knowledge and understanding of codes, guidelines, policies and as amended from time to time. | Codes, guidelines, policies, procedures are adhered to at all times. | |
| **Comply with Equal Opportunity and relevant legislation and support diversity.** | Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; participants, other staff or the community. Model appropriate standards of professional conduct at all times. | Interactions with participants, colleagues and stakeholders are undertaken in a courteous and sensitive manner. Cultural and linguistic diversity is taken into consideration. | |
| There is positive feedback from others regarding your interactions. | |
| Other duties related to the role as requested by the Finance Coordinator or Nominee. | | | |

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| **Role Criteria** |
| **Qualifications**   * Relevant qualification or experience in Bookkeeping/Accounting * Current valid driving license   **Professional skills and experience**   * Experience in accounts receivable, accounts payable and payroll data entry. * Experience with computerised accounting systems e.g. Sage * Demonstrated ability to navigate My portal claim funding efficiently * Demonstrated knowledge of NDIA terms and NDIS pricing guide * Computer literate: high level of competency with the Microsoft Suite * Thorough understanding and commitment to Disability Services Act and Standards, Work Health and Safety and Equal Opportunity.   **Interpersonal skills and experience**   * Demonstrated ability to problem-solve and use initiative. * Attention to detail and accuracy * Strong communication skills and demonstrated capacity to collaborate as part of a diverse team. * Ability to work autonomously and utilise time effectively |



**Variation to Conditions of Employment**

These conditions of employment, your duties and your location may be varied by Multitask during the term of your employment. The terms and conditions in this Position Description are to be read in conjunction with the general terms and conditions of employment which form part of your letter of offer.

**Agreement**

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general terms and conditions of employment and I agree to abide by the terms and conditions stipulated therein.

Name:  Signature:  Date:

(Please Print)