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|--|---|---------------|----------|
| <b>Position title</b>                      | NDIS Plan Management Support Officer  |               |          |
| <b>Position holder</b>                     | Vacant  |               |          |
| <b>Program</b>                             | Business Growth   |               |          |
| <b>Funded by</b>                           | Grampians Community Health  |               |          |
| <b>Based at location</b>                   | Stawell   |               |          |
| <b>Responsible to</b>                      | <ul style="list-style-type: none"> <li>• Program Leader Business Growth</li> <li>• Manager Business Services</li> <li>• General Manager Business Support and Innovation</li> <li>• Chief Executive Officer</li> </ul> |               |          |
| <b>Direct reports</b>                      | <ul style="list-style-type: none"> <li>• NIL</li> </ul>   |               |          |
| <b>Award</b>                               | Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022  |               |          |
| <b>Classification</b>                      | HS2   |               |          |
| <b>Hourly rate</b>                         | \$34.47   | <b>Annual</b> | \$68,113 |
| <b>Status</b>                              | Full time   |               |          |
| <b>Hours per week</b>                      | 38  |               |          |
| <b>PD last updated and approved by CEO</b> | January 2022  |               |          |

### Position summary

Grampians Community Health is a service provider to participants of the National Disability Insurance Scheme (NDIS).

Plan Management provides a responsive and quality service to claim participant funds from the NDIS and pay providers on behalf of NDIS participants.

The NDIS Plan Management Officer will pay service providers through an invoicing system and advise participants regarding what supports may be claimed.

### Key responsibilities

1. Support NDIS Participants with financial plan management service including:
  - Communicate at a high level with people with a disability; physical or psychosocial, in the language, mode of communication and terms that participants will understand
  - Provide highly professional communication to navigate difficult conversations
  - Setup and management of annual NDIS budgets
  - Liaise with key stakeholders including National Disability Insurance Scheme, NDIS participants and service providers
  - Payment of participant purchased supports to providers
2. Set up and facilitate the plan management establishment meeting with participants
  - Explain the role and expectations of a plan manager and how plan management funding works
  - Clarify who will be involved in the plan management relation
  - Co-design elements of service with the participant
  - Obtain a participant's preferences of service

3. Provide guidance to participants regarding supports that they can access.
  4. Data management via NDIS web-based portal and MYP system, including LanternPay
  5. Management of data and case notes through excel and TCM Data Management system in accordance with GCH and NDIS guidelines
  6. Work in conjunction with GCH NDIS Business administration and Finance programs
  7. Develop and foster collaborative relationships with key stakeholders both internally and externally
  8. Participate in internal GCH meetings and peer collaboration
  9. Provide supervision and support to students as required.
  10. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.
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### Key selection criteria

#### Qualifications

- Tertiary qualifications in Accounting and/or Book-Keeping.

#### **Mandatory:**

- Registration in a financial membership such as AAT, ABA, ICB etc.
- Proven ability to achieve high customer satisfaction.

#### **Demonstrated skills, experience and/or understanding of:**

- Demonstrated experience working in financial systems.
- Demonstrated ability to work and communicate with people with a disability in the language, mode of communication and terms that they will understand.
- Demonstrated ability to set up an efficient establishment meeting with stakeholders.
- Ability to work independently, learn systems efficiently and multi-task in a fast-paced environment.
- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
- Ability to maintain confidentiality at all times.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated ability to contribute to positive workplace culture and practices.

#### **Licences and registrations**

- Current Victorian driver licence
- Current National police check (less than 3 months old)
- Clear Disability Worker Screening Check

#### **Personal attributes**

- Ethical and inclusive
  - Self-disciplined
  - Collaborative and supportive
  - Flexible and resilient
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## Conditions of employment

This position is ongoing and is subject to:

- Successful completion of a six-month probationary period
- Full COVID-19 vaccination status from MyGov or Medicare or
- Certified evidence of medical exemption for COVID-19 vaccination

And requires the following checks:

- Satisfactory police check
- Clear Disability Worker Screening Check

**Note:** Checks must be obtained and provided prior to commencement as a condition of employment at Grampians Community Health. Where check results are unsatisfactory in relation to the role to be carried out, the offer of employment will be withdrawn.

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## Employee acceptance of position:

Employee signature

Vacant

Date

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