



## POSITION DESCRIPTION

<b>Position:</b>	Administration & Finance Officer
<b>Classification:</b>	Full Time
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010
<b>Qualifications/Skills:</b>	Accounting, bookkeeping or administration qualifications and skills are desirable. Current working knowledge of the NDIS is desirable but not essential. NDIS training would be provided for the right candidate.
<b>Probationary Period</b>	6 Months
<b>Hours &amp; Days of Work:</b>	8.30am – 5.00pm (1 hour lunch) Monday - Friday
<b>Salary &amp; Entitlements:</b>	Level 3
<b>Reporting Structure:</b>	Report directly to the Business Manager
<b>Primary function:</b>	The position is a supportive role to our current finance and administration team it will include financial duties, NDIS portal claiming, claim reconciliation, payroll and administrative support.

### Specific Duties:

#### Payroll

- Ensure all timesheets are approved and liaise with Management if required.
- Calculation of leave entitlements and award interpretation as required.
- Processing of payroll on a fortnightly basis.
- Ensure other payments are processed including superannuation, Child Support payments and Christmas club.
- Ensure single touch payroll is submitted to the ATO fortnightly.
- Handle and resolve payroll queries as required.

## POSITION DESCRIPTION

### NDIS Claiming

- Production of reports in Carelink (client management system).
- Exporting, converting and checking of Carelink reports for NDIS Bulk Claim Upload.
- Perform fortnightly & monthly NDIS Claiming for-
  - Plan Management Fees
  - Support Coordination Hours
  - Core Support Claims
  - Short Term Accommodation
  - Supported Independent Living
- Resolution of errors from claiming for services.
- Maintain data from previous claims.
- Manage correspondence with key stakeholders, including Provider Support (NDIS), support coordinators and managers.
- Ensuring resolution of client and provider queries including reconciling payments to the portal, liaising with the Support Coordinator regarding provider claims and ensuring participant queries are resolved in a timely and professional manner.

### Other duties

- Performing telephone, customer service and reception duties as detailed in the Reception Management Policy & Procedures.
- Maintaining accurate computerised and paper information records and systems.
- Providing assistance to Management, Board Members, staff and participants as required
- Other administration tasks as required

### Key Selection Criteria

#### Mandatory Requirements

- NDIS Worker Screening Check (*or be prepared to obtain*)
- COVID19 Vaccination

#### Skills/Key Attributes

- A positive attitude towards the rights of people with a disability. A commitment to real choice, community inclusion and supporting people to achieve their goals. Empathy and understanding of the needs and challenges facing people with disabilities and their families/guardians.
- Well-developed **interpersonal skills** and the ability to build relationships with all stakeholders. This includes the ability to liaise with participants, and/or their families/guardians and other stakeholders.
- Personal **initiative** including an ability to identify and introduce improvements to processes.
- **Problem solving skills**. An ability to successfully troubleshoot problems arising in the day to day operations of the programs. A pragmatic and prompt decision making capability when confronted with complex issues. The ability to remain calm during difficult situations.

## POSITION DESCRIPTION

- A commitment to **teamwork**. To work as part of and contribute to a team. To work within the guiding principles of trust, respect, being approachable, continuous improvement and teamwork
- An ability to work **independently** as well as part of a team.
- Well-developed **organisational and time management skills**. An ability to effectively organise tasks and meet deadlines.
- **Digital literacy** including an ability to use emails, Microsoft Office Suite and Client/HR Management Systems.
- Effective **written and verbal communication skills** and a demonstrated ability to prepare reports and case notes.
- Understanding of basic book keeping and **financial management**
- Being **open to learning**
- Being able to manage personal **stress** and carry out all **physical aspects** of the position
- A strong sense of **accountability and confidentiality**
- **Adaptability** – being comfortable working in an environment of ongoing change.

The ability to maintain confidentiality and privacy is essential.

INHERENT PHYSICAL REQUIREMENTS OF THIS POSITION			
	Frequency Required		
	Often	Sometimes	Rarely
Bending		√	
Computer based tasks	√		
Driving		√	
Kneeling		√	
Lifting		√	
Sitting	√		
Standing	√		
Walking	√		