

JOB DESCRIPTION

Job Title	Business Support Officer - Disability
Department	Disability Services and Support
Responsible to	Disability Team Manager
Responsible for (if applicable)	NA

Overall Purpose and Aim of Role:

The Business Support Officer – Disability provides administrative support to the Team Manager and works with prospective and current participants to develop support plans and service agreements, document goals, breakdown NDIS budgets and work closely with the Referrals Officer and Roster Coordinator.

CORE RESPONSIBILITIES

- Assist with intake processes, including the development and maintenance of Support Plans, goals, service bookings and Service Agreements.
- Ensure individuals have accurate and helpful advice regarding their services including;
 - a. understanding their plans
 - b. a breakdown their NDIS budget
 - c. a pattern for service delivery
 - d. monitoring their billable hours
 - e. cancellation policy
- Communicate with Key Internal and External Stakeholders
- Provide Internal Reporting including client satisfaction surveys annually and as required
- Provide quality assurance in office policies, procedures and NDIS Commission service standards as it relates to the billing requirements for services under the NDIS.
- Ensure the timely and accurate management of NDIS invoicing,
- Support with the accurate preparation and costing of quotes for Services.
- Manage support bookings and support the Roster Coordinator with accurate service bookings
- Actively manage invoicing and payment systems for the organisation, ensuring correct procedures are followed in Flow Logic, and other business systems.
- Assist in the development of service budgets and monitoring against those budgets.
- Manage unresolved claims where possible.
- Liaise with the Financial Controller and Financial Accountant as required.
- Ensure all financial enquiries are responded to promptly and efficiently.
- To maintain administrative records
- Act as Database Co-ordinator and Super User and provide support to staff in problem solving IT and database functions with the support of IT Services.
- To attend and participate in team meetings, training courses, supervision sessions and appraisals punctually and well prepared, as appropriate and when required.
- To take minutes of meetings as required.

- To undertake additional specific administration tasks, as directed by the State Director and Line Manager.
- Establish strong rapport and working relationships with a range of stakeholders.

GENERAL RESPONSIBILITIES

- To maintain strict confidentiality in relation to the work undertaken and ensure that all confidential material is stored in safely.
- Respond sensitively and professionally to the service users and their families and carers who are clients of Key Assets
- Be culturally aware and competent and respond accordingly when dealing with staff, participants and families and carers with different cultural backgrounds.
- Keep the Line Manager and State Director informed of work in progress and inform them immediately of any serious complaint or financial risk
- To work to deadlines and respond in a flexible way to the changing demands, including ensuring that participants/ clients are responded to promptly and professionally.
- To ensure strict compliance with Key Assets procedures and standards.

Additional Duties

- The post holder will be expected to demonstrate the Key Assets' Purpose and Pledges
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively.
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment.
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.

It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.

Signed by Job Holder:	
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Date:	
Signed by Line Manager:	
Date:	

PERSON SPECIFICATION
Business Support Officer- Disability

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

Key: Assessed by Application Form: **A**
 Assessed at Interview: **I**
 Assessed by Test/ Exercise (if applicable) **T**
 Assessed by Documentary Evidence **D**

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
Education/ Qualifications						
<ul style="list-style-type: none"> Qualification in Business Administration 	Essential		✓	✓		✓
Experience/ Training						
<ul style="list-style-type: none"> At least 3 years' experience in a similar role 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Sound and demonstrated understanding of the NDIS, including the price guide, support catalogue and operational guidelines. 	Essential					
<ul style="list-style-type: none"> Experience of Microsoft Office Applications; 365, Word, Excel, MYOB, and data management systems 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Demonstrated customer service experience within complex environments. 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Demonstrated patient/customer care payment systems and management experience 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience of working in a social care environment 	Desirable	✓	✓	✓		
<ul style="list-style-type: none"> Experience of working in a medical or allied health practice environment with appointment scheduling experience 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Financial experience, including invoicing, reporting and managing budgets or demonstrated ability to learn. 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience of managing a budget and petty cash system 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience of working with various IT systems and databases including maintenance and problem solving 	Essential	✓	✓	✓		
Personal Qualities						
<ul style="list-style-type: none"> A passion and tenacious attitude towards supporting participants and families 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability to communicate effectively with people at all levels including written and verbal skills 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Ability to plan and organise internal and external meetings and take minutes 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Ability to work as part of a team that is open and transparent with a person-centred focus 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Ability to work under minimal supervision, to make decisions and act on own initiative 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Ability to work effectively under pressure and handle changing priorities 	Essential	✓	✓	✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<ul style="list-style-type: none"> Attention to detail 	Essential	✓	✓	✓		
Miscellaneous						
<ul style="list-style-type: none"> A commitment to Equal Opportunities and OH&S in all work practices 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> A commitment to diversity and social inclusion which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> A commitment to providing a professional and quality service 	Essential			✓		
<ul style="list-style-type: none"> Ability and willingness to work flexibly including, occasional out of hours work 	Essential			✓		
<ul style="list-style-type: none"> Must possess a full current driving licence relevant to the state this role is based 	Essential	✓	✓			✓
<ul style="list-style-type: none"> To be confident dealing with people in sometimes stressful/ difficult situations or remotely 	Essential			✓		
<ul style="list-style-type: none"> Willingness to undertake relevant statutory and personal reference checks 	Essential			✓		
<ul style="list-style-type: none"> Be prepared to seek advice where necessary 	Essential			✓		

Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.

Candidate Verification/Acceptance of Position Description

I, have read, understood and accept all terms of my employment with Key Assets as set out in the above Position Description.

I also understand that by accepting this offer via text verification constitutes as a legal signature confirming that I acknowledge and accept all terms and conditions provided in this document and all other documents attached.

[#if [acceptance_calc] != "--"]

ACCEPTED for and on behalf of the EMPLOYEE:

Acceptance of Employee

[acceptance_status]

Name of Employee

[candidate_name]

Date

[acceptance_calc]

[#else]

CONTRACT NOT ACCEPTED AS YET

[/if]