
Position Description

NDIS Plan Manager

Context

THE AGENCY

ADEC

ADEC is a state-wide Victorian organisation assisting people with disability, their families and carers from diverse cultural backgrounds. ADEC's philosophy is empowerment of people with disability and their full inclusion in the broader society. Equality is the over-riding principle, bridging is the method and advocacy is the tool to achieve a common goal.

Vision

Our Vision is for ADEC to be recognised as a leading provider of disability and aged care services in Victoria.

Mission

The Mission of ADEC is to provide equal access to high quality disability and aged care services for all members of the Victorian Community.

THE CLIENT SERVICES DEPARTMENT

The Client Services department supports ADEC participants, their carers and families who require home care and community assistance through the Aged Care program and Commonwealth Home Support Program (CHSP), and NDIS and disability services under the NDIS Support program.

The Client Services Department also manages a Support Workers section that recruits and administers a pool of qualified support workers for employment with clients of the Aged Care and NDIS Support Units.

NDIS Support Unit

The NDIS Support Unit provides Disability Support, Plan Management, and NDIS Appeals services to NDIS participants, their carers and families.

Position

ROLE

The role of the NDIS Plan Manager is to financially manage the plans of NDIS participants and support them to utilise their funding.

DUTIES

Assist in entry and exit procedure for clients to and from the NDIS Plan Management program.

Manage a case load of Plan Management clients.

Communicate with clients regularly and support clients to understand and use their NDIS plan funding according to their NDIS goals.

Receive and check client invoices for processing.

Finalize invoices in a timely manner for monthly Plan Management client statements.

Maintain electronic plan management records in accordance with NDIS Standards, Rules and Code of Conduct.

Monitor individual client plan budgets to identify irregular activity, and take the necessary actions to investigate and rectify such activity.

Assist in transition between old and new NDIS plan.

RESPONSIBILITIES

Adhere to NDIS guidelines and price guide, and Rules and Practice Standards.

Adhere to ADEC policies, systems and procedures.

Support capacity building in the areas of service agreements, plan implementation, MyPlace portal, funding usage, plan goals, and disability service consumer rights and freedom of choice.

Maintain effective working relationships with ADEC departments.

Maintain effective working relationships with relevant service providers and Government departments.

Support the NDIS Plan Management program to meet audit compliance.

Undertake tasks and projects as agreed with ADEC's Plan Management Supervisor or NDIS Support Unit Coordinator.

KEY PERFORMANCE INDICATORS

The NDIS Plan Manager's performance will be measured against the following indicators:

- Submission of Plan Management claims on time.
- Accuracy of claims.
- Maintenance of working relationships with other agencies and external service providers.
- Maintenance of rapport with Plan Management clients.

KEY SELECTION CRITERIA

Essential

High level computer skills.

High level time management and organisational skills.

Attention to detail.

Ability to work harmoniously and constructively in a multidisciplinary team.

Excellent level of oral communication and negotiation skill.

Desirable

Previous experience within the disability sector.

Experience in Accounting or Book Keeping.

Previous experience using an electronic client database.

Hold a valid and current licence to drive a motor vehicle, issued by the appropriate authority in the jurisdiction in which the holder will drive, and appropriate to the type of vehicle to be driven.

Employment Terms and Conditions

AWARD AND CLASSIFICATION

All ADEC employees are employed under the terms, conditions and entitlements of the Modern Award – Social, Community, Home Care and Disability Services Industry Award 2010 (the Award); and the National Employment Standards (NES).

The classification for this position is Level 3. The terms of employment for any new employee appointed to this position will be stated in a formal Employment Contract.

ADEC EMPLOYMENT REQUIREMENTS

All ADEC employees:

- Are required to sign an Employment Contract.
- Are required to sign a Code of Conduct and a Statutory Declaration.
- Are required to declare any pre-existing medical conditions or injuries that might bear on their ability to perform their role.
- May be required to undergo a pre-employment medical check.
- Must be prepared to work in outlying ADEC sites as required by their program manager or coordinator.

ACTION on DISABILITY within ETHNIC COMMUNITIES INC.
PD – NDIS Plan Manager

- Must undertake a satisfactory NDIS Worker Screening Check, and have (or be able to obtain) a Working with Children Card.
- Are subject to a dress code, which is smart casual or to the appropriate professional standard.
- Will be expected to display official ADEC photo identification while working or on ADEC business.