

Position Description

Position Title	NDIS Billing Coordinator
Position Reports to	Financial Accountant
Position Leads	NIL
Location	29 Learmonth Street, Alfredton, Victoria, 3350
Employment Type	Permanent, Part-time
Last Updated	November 2023

Why are we here?

Purpose: We work with people to create a life that works for them.

Our Vision: To fulfill the unmet needs of our community and enrich lives every day.

How do we do this?



What is your purpose?

The NDIS Billing Coordinator will undertake the processing of NDIS Billing for all customers in each of our program areas. The role will focus on the key process of tracking customer movements through the use of our attendance and rostering systems to accurately bill NDIS customers for supports provided. The position will deliver key tasks by applying the standards and procedures as set out by the Financial Controller and Financial Accountant and work to ensure compliance with the NDIS Price Guide.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Service Delivery	<ul style="list-style-type: none"> With the support of the Financial Accountant, take responsibility for the end-to-end NDIS billing processes, including weekly data entry. Process NDIS billing claims through PRODA and reconcile funds received to the bank account. Investigate all NDIS claim rejections and problem solve outcomes necessary to receive funding for supports delivered. Prepare fortnightly summary of NDIS claim rejections for presentation to the NDIS Services Team, Employment Support Team, Program Managers and Executive Managers.

	<ul style="list-style-type: none"> • Advise the NDIS Services Team and Employment Support Team on items such as short falls in customer funding, NDIS plan ends and issues regarding individual customer NDIS plans. • Provide support to Rostering Officers and Coordinators regarding NDIS billing compliance and data entry requirements. • Complete end of month reconciliation of all customer claims outstanding and prepare accruals for review by the Financial Accountant. •
Employee Experience and Collaboration	<ul style="list-style-type: none"> • Promote a positive and safe work culture by: <ul style="list-style-type: none"> ○ Complying with the requirements of the Victorian Occupational Health and Safety (OHS) Act 2004 and related McCallum OHS Policies and Procedures ○ Identifying and resolving any OHS hazards and incidents in a timely manner in alignment with the policy ○ Wearing and maintaining personal protective equipment and clothing correctly ○ Correct manual handling procedures are followed • Ensure all policies and procedures are followed in line with our quality management system • Keep informed of changes to policies, procedures and McCallum new by regularly checking Blink. • Ensure effective record keeping and ensure all documentation is kept up to date • Champion McCallum’s code of conduct and values, acting in accordance with our policies and procedures at all times.
Customer Experience and Quality	<ul style="list-style-type: none"> • Ensure effective record keeping and that all administration and documentation is kept up to date. • Contribute to the development and improvement of NDIS Billing related policies and procedures. • Assist in ensuring McCallum’s Finance operations remain compliant with all relevant legislation, regulations and standards. • Support the preparation of administration for compliance with NDIS audits and standards.
Self-care and professional development	<ul style="list-style-type: none"> • Participate in feedback meetings with the Accountant • Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored • Identify and seek appropriate resources to support your own health and wellbeing • Participate in wider McCallum projects and initiatives as required.

What do I need to be a success? (Attributes)

- Our customers are at the centre of everything that you do
- You champion customer experience and provide positive, professional, optimal service to our customers, staff, community and stakeholders.

- You value accuracy and attention to detail as well as administering effective and efficient systems of work.
- Sound planning and organisational skills with the ability to manage competing priorities
- You are a consultative, collaborative and inclusive team member.
- You build and maintain relationships with your colleagues, customers and stakeholders
- You are a team player that actively participates and champions a supportive and values driven work environment.

Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- **NDIS Worker Screening Check**
- **Right to Work in Australia; and**
- **Current Driver's License.**

Essential

- Have demonstrated experience in a busy and dynamic accounts receivable, general finance or administration position
- Proven experience in providing excellent customer services.
- Demonstrated a high level of numeracy, written and verbal communication skills.
- Demonstrated the ability to collaborate with team members and take direction as required.
- Intermediate to advanced proficiency in Microsoft Office Suite, including but not limited to, Outlook, Word, Excel and PowerPoint
- Well developed interpersonal and communication skills, with the ability to tailor communications appropriately to the audience
- Technology savvy with the ability to learn and embrace new tools and applications for workplace effectiveness.

Desired

- Experience in SAP Business 1 or other large accounting package.
- Knowledge of National Disability Insurance Scheme (NDIS), with experience using PRODA will be highly regarded.

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

CEO Signature: _____ **Date:** _____