



Accounting Officer (NDIS Plan Management)

Plan Management

Role Purpose

- To manage and monitor plan budgets of NDIS participants.
- To manage NDIS claims and pay providers for delivered services.
- Carry out administrative tasks to allow MSL to obtain payment from the NDIS for plan management services

Organisation

Multiple Sclerosis Limited, commonly known as MS, is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

We offer vital support and services for people living with multiple sclerosis while the search for a cure continues. We are here so no one has to face MS alone.

Our Aspiration

The home of comprehensive support for neurological conditions

Our Purpose

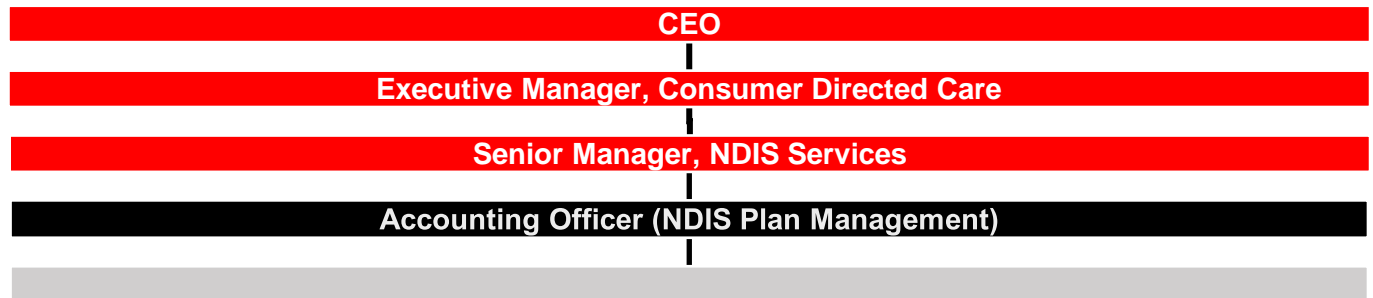
Together on the journey to break down barriers, achieve goals and live well

Our Values

- Empowerment** We show respect for the rights of others and listen to the voices of our clients in making decisions. We encourage and enable others to attain goals and achieve, and we aim for best outcomes for our stakeholders.
- Community** We respect difference in all its forms and welcome diverse members of our community. We work collaboratively, creating stronger solutions together. We build trust by engaging with stakeholders to share understanding, and we participate in networks, partnerships, and community events to advance MSL's objectives.
- Expertise** We commit to ongoing learning to maintain contemporary knowledge in our respective fields of practice. We share our knowledge with stakeholders to empower and enable them. We develop and model effective leadership in the sector and in our organisation.
- Creativity** We establish ways to capture, communicate and implement innovative ideas and practices. We see emerging opportunities and problems and take proactive steps to adapt accordingly.
- Spirited** We encourage initiative and look for ways to continuously improve. We show resilience in the face of set-backs, overcome obstacles, and learn from experience.

Position

Operating Budget \$	N/A
Position FTE (Full time/ Part time)	1.0
Location/s	Various locations in NSW, TAS & VIC



Key Responsibilities of this role

Strategic / Organisational Responsibilities

- Provide plan management supports in a client centered way ensuring that clients are provided with full choice and control in decision making.
- Be a trusted advisor in helping clients achieve the goals within their NDIS plan through efficient use of their plan budget.
- Application of NDIS Quality and Safeguarding framework principles to ensure continued high-quality supports are delivered across the organization.

Operational / Administrative Responsibilities

- To provide accurate and timely responses to queries from clients and providers.
- Work with the MSL finance team to ensure invoice entry, reconciliations, client statements and other processes are performed to a high standard and in a timely manner.
- To input invoices and seek payment as part of a clients NDIS plan within the timeframes set by MSL.
- Provide information and advice to clients on the plan management process and how to best utilise their NDIS budget.
- Liaison with external providers to ensure minimal delays in provision and or payment of supports and/or equipment and services.
- Documentation, reporting and communication of key information is maintained according to internal and external requirements.

People and Relationship Management

- Build a quick rapport and relationship with clients of the Plan Management service
- Develop strong working relationships with leaders, managers, subject matter experts and operational staff within the Finance and Service Innovation teams.
- Build contacts and working relationships with external parties – NDIS, and external providers of supports.
- Identify and seek to manage, where capable, any conflicts of interest that may impact on a client's ability to obtain the best value service provision from internal or external providers.

Key Contacts

- Clients and or client representatives.
- MSL Finance team
- NDIS Planners
- NDIS Partners – LAC's

Competencies needed for success in this role

Plan Management Administration and Financial Acumen

- Invoicing and reconciliation of contracts, client fees and NDIS funds through the NDIS portal.
- Assistance with accounts payable & receivable, including data entry and payment preparation for Plan Management tasks: Validate invoices for accuracy and ensure proper matching of invoices with supporting documentation.
- Understanding of and commitment to adhere to the NDIS rules and regulations regarding the use of participant budgets.
- Identify and recommend continual improvements to overall plan management administration.

Relationship Management

- Ability to troubleshoot and find solutions for clients in relation to their use of budgets.
- To improve the capacity of clients to understand their NDIS budget through knowledge sharing and supportive interaction.
- Implement strategies to ensure seamless communication across the organisation's departments that the role requires the position to liaise with.
- Provide proactive and effective communication and build relationships and capacity with providers, NDIS representatives and service recipients and their stakeholders.

Values

- Actively support MSL's Aspiration, Purpose, Values and strategic vision
- Positively and constructively represent the organisation to external contacts at every opportunity.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment, and bullying behaviour at all times.
- Follow all reasonable directions provided by management or organisational directives.

Knowledge, Experience and Personal Attributes needed for success in this role

Qualifications

Essential • Qualifications in accounting or bookkeeping with at least three years' experience

Preferred • Current PRODA registration

Knowledge and Experience

- Employed as an NDIS Plan Manager for the last 12 months.
- Thorough working knowledge of NDIS Price Guide and Support Catalogue including assistive technology
- Essential**
 - Experience with working with a CRM.
 - Good working knowledge of Microsoft Office
 - Ability to use PRODA in the creation and maintenance of NDIS service bookings
 - Understanding of and commitment to the NDIS framework
 - Sound knowledge of the NDIS Guide to Plan Management
- Preferred**
 - Experience working with Careview CRM
 - Understanding of the NDIS (Plan Management) Rules 2013
 - Understanding of MYOB or other accounting software functions

Personal Attributes

- Ability to troubleshoot and interpret the NDIS Price Guide
- Exceptional time management skills.
- Excellent communication skills – verbal and written.
- Ability to learn quickly.

Licence / Registration or Accreditation

- Membership with at least one of the following: Association of Taxation and Management Accountants (ATMA), Association of Accounting Technicians (AAT), Association of Certified Bookkeepers (CBK), Association of Chartered Certified Accountants (ACCA), Australia Bookkeepers Association Limited (ABAL), CPA Australia (CPA), Institute of Certified Bookkeepers (ICB), Institute of Public Accountants (IPA) or Chartered Accountants Australia & New Zealand (CAANZ) or equivalent.

Employment Screening

Appointments within MSL are subject to the satisfactory completion of a police check (All) a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus character/performance reference checks. In some roles you may not be able to commence work or continuing working if the required screening employment checks have not been completed/cleared.

Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one, or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee.

All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

Employees must provide:

- Right to work in Australia documentation.
- An International Police Check if they have lived overseas for longer than 12 months in the last 10 years.

Required Screening Checks

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| <input checked="" type="checkbox"/> Police Check | <input checked="" type="checkbox"/> NDISWC |
| <input type="checkbox"/> WWVP (ACT/TAS) | <input type="checkbox"/> WWCC |