

Position title	NDIS Specialist
Employee name	Vacant
Department/Service	Business and Finance
Location	Thurgoona
Position reports to	Finance Manager
Positions reporting to this role	Nil
Financial delegation	N/A
Budget accountability	N/A
Employment basis	Full Time

Work Environment (e.g. Office based, Residential based, Community based)
<p>The role is based at Mercy Connect Head Office in Thurgoona, however, will be required to travel to various workplace locations as required.</p> <p>The role is primarily office based with regular use of phone and email. Using a computer while sitting for extended periods is common.</p>

Mercy Connect Values	
Compassion	Supporting and listening with kindness and understanding
Hospitality	Welcoming each other with openness and a smile
Respect	Accepting and treating each other with integrity
Innovation	Seeing opportunities and creating new solutions
Teamwork	Working together with a shared view of success
Accountability	Choosing courage and taking ownership of our actions

Role Purpose	<p>The National Disability Insurance Scheme (NDIS) Specialist supports people in need to live fulfilled lives by implementing the financial and reporting requirements of NDIS participants, from the initial costing/quoting of NDIS plans through to tracking and claiming for services delivered. As an integral part of the Business and Finance team, the NDIS Specialist engages with internal and external stakeholders to provide accurate financial analysis and reports to ensure individual plans of NDIS Participants are utilised to their full potential.</p>
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<p>Key Selection Criteria</p> <p>Essential</p>	<ul style="list-style-type: none"> • Demonstrated intermediate to advanced skills using Microsoft Office Suite. • Ability to utilise technology and software to ensure process efficiency and accuracy. • Comprehensive understanding and knowledge of the NDIS, disability and/or health care sector; desirable • Proven analysis and problem-solving skills • Demonstrated excellent stakeholder management and customer service.
<p>Experience and qualifications</p>	<ul style="list-style-type: none"> • Diploma level qualification (or willing to attain) and/or relevant experience • Social Services sector experience preferred
<p>Other requirements of the role (e.g. licences, professional memberships, registrations)</p>	<ul style="list-style-type: none"> • National Police check • NDIS Workers Screening check – Service NSW • Working with Children Check (WWCC) • Current, valid driver’s licence and a willingness to drive Mercy Connect vehicles. • Some work outside normal hours may be required. <p>Please note it is the responsibility of all staff to notify the organisation if there are any changes to Police check, WWCC and/or driver’s licence status.</p>

Role Priorities

<p>Role Priority 1: Support Participants to achieve their identified goals by collaborating with all stakeholders throughout the NDIS plan management lifecycle to ensure funded supports are delivered in accordance with approved NDIA plan funding.</p>	
Behavioural Guidelines	Evidence (KPI)
<p>Support effective decision making by providing accurate quotes and costings for the delivery of services to NDIA funded participants.</p>	<ul style="list-style-type: none"> • Accurate costs/quotes are provided in accordance with NDIA policies and procedures. • Quotes for services completed within agreed timeframes. • NDIS Service Agreements and Schedules of Support are completed within agreed timeframes.
<p>Engage with all stakeholders throughout the plan lifecycle to ensure that Participant NDIS plan funding is optimised to meet participant goals and support needs.</p>	<ul style="list-style-type: none"> • All NDIS plan documentation and evidence is accurate and up to date. • All NDIS plans are reviewed in accordance with agreed timeframes. • Updates of remaining budgets are provided to Team Leaders and Managers monthly.
<p>Analyse plans against NDIA price guide changes and make recommendations to relevant stakeholders to ensure required adjustments are implemented.</p>	<ul style="list-style-type: none"> • Plans are adjusted to reflect changes to NDIS price guides.

	<ul style="list-style-type: none"> Stakeholders are informed of legislated changes which impact the delivery of services. Staff rosters accurately reflect approved funded services.
Actively contribute to any requests of Change of Circumstance's for Mercy Connect's SIL participants.	<ul style="list-style-type: none"> Collaboration with participant, families/guardian, Support Coordinator, and all relevant internal and external stakeholders. Regular updates provided to all appropriate internal and external stakeholders as to the progress of Changes of Circumstances Positive relationships with external Support Coordinators which prevent communications breakdowns

Role Priority 2: Apply advanced NDIS industry knowledge in a professional manner to implement NDIS Plan funding Management with collaborative stakeholder engagement	
Behavioural Guidelines	Evidence (KPI)
With an in-depth knowledge of the NDIS, the role is responsible for the management of the NDIS funding to ensure participant plans are optimised for appropriate levels of funding to achieve outcomes for participants.	<ul style="list-style-type: none"> PRODA bookings are managed within delegated authority limits. Invoices are raised within a timely manner
The proactive management and implementation of NDIS plans will ensure the organisation is funded appropriately for the cost of supports delivered in compliance with NDIS legislation.	<ul style="list-style-type: none"> Participant NDIS plans are reviewed for integrity (appropriate funding to meet participant support needs) in consultation with Stakeholders. All services provided by Mercy Connect are invoiced (not limited to Support Services also include Transport, Financial Management etc.)
A detailed understanding of the intent and framework of compliance legislation, quality standards, policies and procedures relevant to the role	<ul style="list-style-type: none"> NDIS Service agreements and Schedules of Supports completed and executed in a timely and accurate manner.
Collaborate with the Intake Officer to ensure high level of service and process effectiveness.	<ul style="list-style-type: none"> Intake and exit of participants is well managed with processes adhered and data integrity maintained to a high standard. Positive contribution to the intake panel.

Role Priority 3: With a commitment to continuous quality improvement, develop and apply subject matter expertise (SME) to relevant projects and other tasks as required.	
Behavioural Guidelines	Evidence (KPI)
Apply SME knowledge of NDIS requirements and regulations to projects and other tasks to ensure compliance.	<ul style="list-style-type: none"> Active contribution to existing and new projects. Compliance of systems and processes. Audit reports.
Develop positive working relationships by sharing knowledge and expertise to stakeholders across the organisation.	<ul style="list-style-type: none"> Engagement with internal stakeholders. Feedback received.
Proactively seek and challenge existing systems, processes and procedures for efficiency and best practice.	<ul style="list-style-type: none"> Opportunities for improvement identified and actioned. Collaboration with all departments to identify and meet end user needs.
Deliver quality service to all stakeholders by continuously developing own knowledge and capability through training, research and seeking out other professional growth opportunities.	<ul style="list-style-type: none"> Participate in relevant training and development opportunities as an effective team member. Adhere to all Mercy Connect policies and procedures. Identify other opportunities for professional development.

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

Employee signature:

Print name:

Date:

Line Manager:

Print name:

Date: