

Job Description

Job Title: Plan Management Administrative Assistant

Job Type: Casual, hours as agreed between parties

Location: 1 Scott Crescent, Eaglehawk or as otherwise directed

Supervisor / Manager: Martina McNeill

The Employer

Ontime Plan Services is a small, family-owned business in Bendigo, Victoria. Most of our clients are locals, but we have clients throughout Victoria and the rest of Australia. Our passion is to help our clients navigate the at-times confusing (and frustrating) world of the NDIS, so they can make the most out of their funding. Our point of difference is that we're also personally familiar with the NDIS and the world of disabilities.

The Role

As a plan management administrative assistant, you would spend most of your time processing incoming invoices. This entry-level role is mostly autonomous, and while it is not directly customer facing, it nevertheless represents the business to its clients and stakeholders. Despite being a 'number crunching' role, it also requires tact, discretion, and the ability to empathise with clients. To be successful in this role, you need to have an excellent memory for retaining facts and rules, and a passion for learning. You will need to gain an in depth understanding of NDIS regulations and procedures around claiming for supports and services.

Main Duties / Responsibilities:

- Accurately enter information from provider invoices into the customer relationship management portal.
- Source additional information as required from the client, the provider, or the NDIS to ensure accurate entry of invoices.
- Identify invoice inconsistencies or errors and monitor for possible fraudulent claims.
- Monitor clients' budgets on an ongoing basis.
- Engage in email communication with clients, their representatives, and providers regarding invoices.

Essential Experience / Skills:

- Be comfortable working with technology and artificial intelligence software.
- Excellent eye for detail and passionate about fact finding.
- High level of problem-solving skills and initiative.
- Very high levels of accuracy in working with numbers.
- Above average ability to retain information, facts and rules.
- Good organisational and administrative skills.

- Ability to work independently and prioritise workflow.
- Good interpersonal skills in dealing with clients and team members.
- Recent Criminal History check, not less than six months old upon commencement.
- Working with Children / Vulnerable Peoples check.
- Bankruptcy / Insolvency check.
- NDIS Worker Screening Check
- Must be eligible to work in Australia and with NDIS participants.

Desirable Experience / Skills:

- “Lived” experience with the NDIS.
- Experience with computer software for data entry purposes, and/or experience with customer relationship management software.
- Good working knowledge of the NDIS and funding categories.
- Experience in bookkeeping or accounting.

Position Performance Goals:

- Enter invoices in a timely manner (within 24 hours of receipt).
- Speed of processing – an average of 3-4 minutes per invoice (or less).
- High rate of accuracy in entering invoices (98% or higher).
- High rate of client satisfaction with invoice entry – both providers and participants (99% or higher).

Career Development

Training will be extensive and ongoing to stay up to date with changes and requirements of the NDIS. Career progression is available to motivated employees. As our company grows, additional hours of work will be available but not mandatory, and the successful incumbent can transition to permanent part-time / full-time status.

Remuneration

This position is paid under the Banking, Finance and Insurance Award. The award can be viewed at <https://library.fairwork.gov.au/award/?krn=MA000019>. There is an initial four-month probationary period, with a review of pay rate upon successful completion of probation, and a minimum of yearly reviews thereafter.

The level of remuneration per hour will depend upon the applicant’s age, qualifications, prior knowledge, and experience. As a guide, for applicants over the age of 21 working on a casual basis, employed at Level 2, the hourly rate is \$33.96 per hour.

Hours of work:

Ordinary hours of work are Monday to Friday (excluding public holidays), with a minimum of ten hours per week, hours to be negotiated of the employee and employer. Business hours are from 9am to 6pm.



Remote workers:

This is a flexible role; the opportunity is available to work remotely for part or all of the time. This will depend upon demonstrated knowledge of the systems and meeting the requirements of the role. Successful applicants who are not local to Bendigo should expect to spend a large amount of time on video conferencing calls during the initial training period, and for regular and ongoing training and meetings.

Remote workers will need to have reliable and speedy internet, as the software system requires a remote connection with a larger than average bandwidth. Additionally, the phone system is run via internet-based Teams application which will require additional bandwidth. A reliable desktop / laptop (not tablet or iPad) will be required, as well as a secondary monitor of adequate size.

To Apply:

Please address the following questions when applying for this role:

1. Outline your experience (if any) working in a role that is providing services to, or dealing with, NDIS participants. If you have lived experience with the NDIS, as a person with a disability, or the carer of someone with a disability, please list this as well.
2. Explain what experience (if any) you have working with accounting software, invoicing systems and/ or customer relationship management software. If you don't have any experience with these, why do you think you would be able to quickly learn these types of systems?
3. This position requires you to learn a large amount of information initially, as well as retaining and utilising that knowledge, and being able to stay up to date with changes. What experiences have you had that have required this skill of you, in either your work or personal life?
4. When communicating with various stakeholders, you will need to be comfortable with sending and responding to emails. What experiences do you have that are relevant? What challenges would you have in carrying out these duties?
5. Why do you want to work for OnTime Plan Services?
6. How many hours and days of work are you looking for?

Send your completed application to Martina McNeill at office@ontimeplanservices.com.au

If you have any questions, please call Martina on 0408 320532.