

Position Description

Position	Plan Management Support Officer
Reporting to	Team Leader, Plan Management
Division	Consumer Directed Care
FTE	Full time
Location	Coverage across defined area within ACT/NSW/TAS/VIC

Organisation

MS Plus, 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.

Role Purpose

This role will:

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

Team structure



Key Responsibilities	
Key focus area	Success factors
Operational / Administrative Responsibilities	<ul style="list-style-type: none"> • Provide plan management supports in a client centred 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. • Provide accurate and timely responses to queries from clients and providers. • Work with the MS Plus finance team to ensure invoice entry, reconciliations, client statements and other processes are performed to a high standard and in a timely manner. • Input invoices and seek payment as part of a clients NDIS plan within the timeframes set by MS Plus. • 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. • Invoicing and reconciliation of contracts, client fees and NDIS funds through the NDIS portal. • Identify and recommend continual improvements to overall plan management administration.
Key focus area	Success factors
People / Relationship Management	<ul style="list-style-type: none"> • Build a rapport and relationship with clients of the Plan Management service. • Report to Senior Manager, Finance to discuss any matters relating to payment and finance issues. • Develop strong working relationships with leaders, managers, subject matter experts and operational staff within the Finance and Consumer Directed Care team. • 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. • To improve the capacity of clients to understand their NDIS budget through knowledge sharing and supportive interaction.
	Success factors

Approval authority: Executive Manager, People Culture Quality	Next review: February 2024
Date approved:	Key author: People Culture Quality
Version: 1	Business Unit: People Culture Quality

Key focus area	
Strategic/Organisational Responsibilities	<ul style="list-style-type: none"> • Actively support MS Plus purpose, values, aspiration and strategic vision • Operate in line with MS Plus policies, procedures and practices • Promote and work within MS Plus customer service delivery principles • Positively and constructively represent the organisation to external contacts at all opportunities • Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times • Ensure the health, safety and welfare of self, co-workers and others • Follow all reasonable directions given by the organisation • Support, promote and show sensitivity to diversity in the workplace

Qualifications/Work Experience	
Essential	<ul style="list-style-type: none"> • Experience working in NDIS service sector
Desirable	<ul style="list-style-type: none"> • Experience working as NDIS Plan Manager • Qualifications in accounting or bookkeeping

Knowledge and Key Selection Criteria	
Essential	<ul style="list-style-type: none"> • Thorough working knowledge of NDIS Pricing Arrangement • 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 Operational Guidelines for Plan Management • Demonstrated knowledge of outcome driven service delivery • Ability to network and develop effective working relationships • Exceptional time management skills • Excellent communication skills – verbal and written
Desirable	<ul style="list-style-type: none"> • Experience working with Careview CRM

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Key Competencies	
Key Focus Area	Demonstrated competency
Revenue Raising	Supports the service revenue raising approach and complies with billing process
Knowledge of client issues	Maintains awareness of client / consumer / customer needs
Consumer Outcomes	Supports clients / consumers to achieve their goals or aspirations through provision of quality service
Client Confidentiality and Dignity	Respects and protects client/consumer confidentiality
Time Management	Demonstrates punctuality and meets agreed schedules and timelines
Ethics	Observes Code of Conduct and MSL policies and behaves ethically and seeks assistance with ethical dilemmas
Problem Solving	Uses appropriate judgement, and uses established strategies to solve routine problems
Contracts / Records Management	Records relevant data for contract administration and regulatory / policy documentation requirements
Quality, Risk, Safety, Legislative compliance	Ensures own work meets MSL's quality requirements. Ensures that risks, hazards and incidents are identified and reported in own work context. Ensures safety of self and others in work environment Is aware of relevant legislation and licencing requirements and ensures compliance in work practices.
Capability Building	Seeks feedback and focuses on enhancing and extending own knowledge and skills.
Shared Vision	Maintains enthusiasm and understands own role in achieving organisational purpose. Behavior aligns with organisation's values, including sharing information and collaborating with others to achieve outcomes.
Written and Oral Communication	Provides accurate written information using forms, log books and templates appropriate to the task. Speaks respectfully and explains issues and information clearly to client/ consumers and colleagues
Interpersonal skills	Demonstrates self-awareness and active listening and asks appropriate questions when dealing with clients/consumers and colleagues.

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Partnerships and Collaboration	Works collaboratively with other organisations in formal and informal partnerships to achieve client / consumer outcomes
Personal Attributes	
Client Focused	<ul style="list-style-type: none"> • Prioritises needs of clients, consumers, and customers • Aims for best outcomes for clients, consumers, and customers • Is outcome focused • Follows through with commitments
Collaborative	<ul style="list-style-type: none"> • Treats clients / consumers / colleagues with respect and compassion • Gives feedback in a timely and respectful way • Works with others to achieve common goals • Engenders a spirit of teamwork • Inspires trust
Self-disciplined	<ul style="list-style-type: none"> • Manages own time to achieve key outcomes • Avoids distraction and diversions
Resilient and Adaptable	<ul style="list-style-type: none"> • Recovers from setbacks • Overcomes obstacles and impediments and adapts as needed • Learns from experience and identifies areas for self-development
Supportive	<ul style="list-style-type: none"> • Encourages others to attain goals and achieve • Listens actively and inspires confidence • Demonstrates empathy when confronted with adversity

Employment Screening			
<p>Appointments within MS Plus 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, work may not be attended if the required screening employment checks have not been completed/cleared.</p> <p>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.</p> <p>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.</p>			
Required screening			
<input checked="" type="checkbox"/>	Police Check	<input type="checkbox"/>	International Police Check
<input checked="" type="checkbox"/>	WWVP (ACT/TAS)	<input type="checkbox"/>	WWCC
<input checked="" type="checkbox"/>	Right to work in Australia	<input checked="" type="checkbox"/>	NDISWC
<input checked="" type="checkbox"/>	Relevant vaccination records	<input type="checkbox"/>	Other

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