

Able Australia is a leading registered NDIS provider of disability services. We are a diverse not-for-profit organisation offering a broad range of high-quality services to enable those we support to live the life they choose.

Established 50 years ago we have grown from providing help to the deafblind community, into an innovative and diverse organisation with varied service offerings. Our mission is to build on our heritage and empower the individuals we support to reach their potential by living our values of trust, kindness, respect and excellence every day. We strive to provide the best quality care in a long term partnership with our clients and their loved ones.

Able's strong and purposeful growth agenda also aims to extend our core services, supporting people with disability to achieve **better days, every day.**

Our passionate staff proudly support our clients to reach their full potential. We currently provide services in Victoria, Tasmania, Queensland and the ACT.

Able Australia's Values



Trust

For more than 50 years we have been trusted to deliver high quality, reliable services safely to those we support



Respect

We are respectful, upholding the human rights of everyone we support and work with.



Excellence

We strive for excellence in everything we do – from the services we provide to the outcomes we support clients achieve.



Kindness

We are kind and compassionate to all.

Position Details:

Position Title:	Funding and Claims Specialist
Reports To:	Client Planning Manager
Employment Type:	Part time 0.70 FTE – 26.6 hours per week
Work Location:	National Office, 413 Canterbury Road, Surrey Hills
Award:	Common law contract
Updated:	August 2024

1. Position Summary

1.1 Job Purpose

The purpose of this role is to ensure that all service delivery revenue is claimed through relevant funding bodies. This position is also accountable for partnering with our Operations and Rostering teams to ensuring that client funding packages are managed and maintained in Able's Australia's systems.

This role will report to the Client Planning Manager with a dotted line to the Senior Finance Business Partner for Claims Management related escalations.

2. Key Result Areas

2.1 Client Planning

- Accurately determine client funding amounts and types from Able's service agreements, NDIS myPlace, Support Co-ordinators or Plan Managers
- Setup, monitor and maintain all individualised client funding packages on Able's CRM, ensuring services are linked to the appropriate funder item numbers
- Monitor client funding levels, liaising with the roosting team, and operations team when funding levels are low
- Resolve internal and external funding queries
- On-boarding and off-boarding clients funding in Able's Australia's systems, in conjunction with internal stakeholders
- Other reasonable tasks as directed

2.2 Claims Management

- Claiming for all client services delivered by Able Australia, including NDIA and TAC on a weekly, fortnightly or other basis directly from the Funder, adhering to fixed timeframes
- Resolve complex direct claiming errors and funder payment request rejections
- Working with Funders, support co-ordinators and plan managers to resolve claiming errors or rejections whilst adhering to funder-defined processes
- Work closely with internal stakeholders to ensure ongoing client roosting and efficient claiming practices

2.3 Risks and Workplace Health & Safety

- Take reasonable care of their own health and safety
- Take reasonable care for the health and safety of others who may be affected by their acts or omissions
- Demonstrate an understanding of and commitment to Workplace Health and Safety policy and procedures
- Understand and adhere to emergency policies and procedures
- Demonstrate behaviours which reflect your commitment to the Able Health and Safety Management System
- Cooperate with instruction from Able to meet WHS requirements

- Must not intentionally or recklessly interfere with or misuse anything provided at the workplace for OH&S performance indicators
- Identifies potential risks and hazards in the working environment and responds to them appropriately
- Reports all emergencies, hazards, incidents and near misses within defined timelines and following correct processes using the relevant reporting systems.
- Must be prepared to undertake a medical assessment to determine fitness to undertake the inherent duties of this position

2.4 Quality & Continuous Improvement

- Compliance with organisational policies, procedures and relevant work instructions
- Promotes a culture of continuous improvement as an integral part of core practice
- Completes all necessary training within defined timeframes
- Identifies appropriate opportunities for professional development and seeks authorisation to participate
- Attends and participates in planned development activities
- Actively participates in supervision and performance development
- Attend prearranged dates scheduled for organisational wide training and on-line induction and be actively involved in performance development with the relevant Manager.

2.5 Diversity & Equity

- Demonstrates an understanding of and commitment to legislation and Able Australia policy and procedure in relation to workplace equity and diversity
- Treats all colleagues and clients with dignity and respect
- Contributes to ensuring that the workplace is free from bullying and harassment
- Ensures own practice prevents and eliminates unlawful discrimination.

2.6 Organisational expectations and directives

- Familiarise and adhere to Able Australia's Policies and Procedures, including Code of Conduct, policies and guidelines including Work Health and Safety obligations
- Demonstrate dedication and commitment to work in accordance with Able Australia's values and behaviours
- Develops and maintains positive working relationships with colleagues and clients
- Works collaboratively to achieve shared goals and targets
- Represents Able in a positive and professional manner
- Undertakes other duties commensurate with the position as reasonably directed
- All duties to be approached and undertaken with eagerness and a positive attitude
- Personal work practices promote teamwork and unify and encourage positive staff morale

3 Selection Criteria:

3.1 Essential Skills

- Ability to manage large workloads and prioritise demanding tasks while managing interactions with diverse internal and external stakeholders. Adherence to fixed claiming timelines.
- Ability to solve complex funding and claiming issues with multiple internal and external stakeholders.
- Display a high level of accuracy and attention to detail.
- Ability to work under own initiative and in a team environment across diverse geographic areas
- Experience in accounts receivable and monitoring funding packages, experience with NDIS preferred.
- Understanding of impact of system configuration on Able's financial performance and results
- Extensive knowledge of finance, business and client rostering software systems, preferably Carelink and TechnologyOne.
- Intermediate to advanced skills in Excel, including an understanding of V-lookups and various calculations and formulas.

3.2 Qualifications:

- Formal qualifications in Finance, Commerce or Business, is preferred
- NDIS worker screening check

4 Required Performance:

This position description broadly outlines the requirements of the role. All Able Australia positions must also demonstrate an understanding and adherence to all relevant Able Australia policies and procedures and must successfully complete Able Australia's pre-employment online training program. All Able Australia staff also require a specific performance agreement – a set of key result area (KRA) related performance goals, but grounded on site specific/local needs, with measures for a specific period (typically 12 months). Progress of that agreement is reviewed regularly with the employee's manager.

I, _____ have read, understood and agree to comply with this position description.

Signature: _____

Date: _____