



Position Title	NDIS PLAN MANAGER
Position Detail	Nil Direct Reports Salaried Reports to Financial Controller
Position Purpose	<p>The purpose of this position will be to be the primary point of contact for all new clients and families transitioning into our services and NDIS.</p> <p>The plan manager will promote Zest as a service provider and ensure the organisation is kept up to date with relevant changes affecting service delivery. The role also supports NDIS Clients and Support Coordinators to maintain quality service delivery.</p>
Key Success Measures	<p>Clients and Plans established and maintained</p> <p>Feedback from clients on response to times</p>

KEY RESPONSIBILITIES

- Drafting service agreements and advising potential participants on how NDIS plan management operates.
- Processing and paying all the participants invoices using MYOB after making the claims on the NDIS portal in PRODA
- Working directly with service providers to resolve any billing issues.
- Ensuring accurate record keeping.
- Monitor funding capacity and make recommendations about options for service delivery.
- Maintain knowledge of any changes in legislation affecting the delivery of service and share knowledge with team members.
- Actively seek out resources and conduct independent research into areas necessary to provide adequate planning for NDIS.
- Supporting participants and their representatives to work within the allocated budget.

SKILLS, EXPERIENCE AND QUALIFICATIONS

Qualifications

- Tertiary Qualifications in Community Services or a related discipline; and/or
- Tertiary Qualifications in Bookkeeping or a related discipline.
- A current Driver's Licence.

Professional skills and experience

- Managing and maintaining funds for participants under NDIS
- Experience in dealing with high volume of invoice processing
- Experience with generating expenses / financial statement
- Knowledge of the and MYOB and PRODA systems
- Ability to work under pressure and with minimum supervision
- Experience supervising staff
- Knowledge of contemporary approaches such as person-centred planning or active support.

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personalised care



- Thorough understanding and commitment to relevant Disability legislation and Standards, Work Health and Safety and Equal Opportunity.

Interpersonal skills and experience

- Strong communication skills and demonstrated capacity to collaborate as part of a diverse team
- Demonstrated ability to problem-solve and use initiative.
- Ability to work autonomously, know when to source guidance as required.
- Demonstrated strong customer service skills

Signature:

POSITION HOLDER:

DATE:

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