Position Description

Created: June 2019

Position Title: Administration Assistant - NDIS
EFT: 0.6
Department: Client Services
Location: Woolloongabba, QLD

Position reports to: Team Leader, Client Services
Position supervises: Nil

Purpose of Position:
The Administration Assistant - NDIS will work closely with the Team Leader and Manager Client Services to process NDIS claims, resolve and reduce claims-related errors and maintain the organisation's NDIS data in-line with relevant internal and external quality standards. The role will also assist the finance team to respond to and resolve claims-related enquiries for self and plan-managed NDIS clients.

Position Objectives and Responsibilities

| Responsibilities |
|------------------|---|
| • Process bulk NDIS claims via the NDIS My Place Portal in a timely fashion at a frequency directed by the Team Leader / Manager Client Services. | |
| • Resolve claims-related errors and assist the Team Leader / Manager Client Services to develop and implement strategies to reduce future errors. | |
| • Maintain NDIS related data in both internal (TCM) and external (My Place Portal) databases as per Dementia Australia and NDIS Quality standards. | |
| • Work with the Finance team to respond to and resolve claims-related enquiries for self and plan-managed NDIS clients. | |
| • Assist with other administrative functions as required, including database and records management, RISO overflow tasks, operating office equipment, liaison with contractors and other service providers, room bookings, diary management, meeting management and other duties as directed by the Team Leader or Manager Client Services. | |

Communication & Team Work

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<td>• Collaborate with Dementia Australia service teams to ensure integrated and coordinated approaches to addressing the needs of people living with younger onset dementia.</td>
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<td>• Demonstrate a high standard of personal and professional behaviour consistent with Dementia Australia values.</td>
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<td>• Develop positive team relationships.</td>
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| **Administration & Documentation** | • Actively participate in Dementia Australia staff/team meetings.  
• Promote Dementia Australia as a centre of excellence for service, education and support for people living with dementia and their carers  
• Attend, contribute and participate in Dementia Australia initiatives as appropriate within the organisation.  
• Complete timely electronic data recording of client and service information to assist with NDIS planning, claiming, and reporting requirements. |
| **Quality** | • Maintain confidentiality of information pertaining to clients, carers, staff and Dementia Australia.  
• Maintain the organisation’s NDIS data in line with relevant internal and external quality standards.  
• Develop a continuous improvement model where opportunities to improve service delivery are identified and discussed with relevant staff. |
| **Policies and Procedures** | • Adhere to, and comply with organisational policies, processes and procedures, using appropriate systems where required.  
• Model the organisation’s values, play a role in raising the profile of these values and associated behaviours across the organisation.  
• Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement business focus.  
• Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the organisation’s Work Health and Safety Policy. |

**Experience, Skills and Knowledge:**

1. Experience processing NDIS claims via the NDIS My Place Portal and resolving claims-related errors. *  
2. Strong attention to detail with highly developed data entry, typing and numeracy skills. *  
3. Strong organisation, time-management, administration and record keeping skills. *  
4. High level of proficiency with client management systems or databases, internet and Microsoft Office applications, e.g. Excel, Word, Outlook, PowerPoint. *  
5. Sound interpersonal communication – telephone and face to face. *  
6. Ability to participate positively in a team while being able to work autonomously. *  
7. Proven capacity to problem solve and negotiate with others, including a flexible and creative approach to overcoming perceived challenges.  
8. Commitment to supporting the needs and rights of people from special needs groups e.g.: Aboriginal and Torres Strait Islanders, CALD and rural/remote. 
9. Understanding of the needs of people with dementia, carers or people who are older in our community or working with people who are social disadvantaged in a community health sector/related health field.

* Key selection criteria

**Conditions of Employment:**
- A six month qualifying period applies to all new incumbents.
- Fixed term contract.
- Salary packaging is available.

**Additional Requirements:**
The (prospective) employee will be required to:
1. Maintain a current driver’s licence in the relevant state. Access to and willingness to use own car (with reimbursement) for travel.
2. Provide evidence of entitlement to work in Australia, the maintenance of such entitlement being critical to continuance in the role.
3. Undertake a Police Check prior to being offered the position.
4. Be flexible in work hours at times to meet the reasonable demands of this position.
5. Be willing to undertake travel as may be required with the position.

**Signatures:**
The employee’s signature indicates:
- that the employee has read, understood and accepted this Position Description.
- that the employee is not aware of any condition (physical or psychological) which may negatively impact on his/her ability to carry out the duties as described.

**Employee:**
Name: __________________________
Sign: __________________________
Date: __________________________

**Manager:**
Name: __________________________
Sign: __________________________
Date: __________________________