

Position Description



Job title	NDIS Revenue Assurance (Level C)
Department	Individualised Services
Reports to	Senior Manager
Date prepared/reviewed	January 2025
Location	Various Uniting Sites
Position Details	Permanent, Full time

Our purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

Position Objective

Brief summary of position's purpose

The purpose of this role is to ensure participant funding plans are adhered to and billing of services is completed with accuracy while providing relevant reports and information to inform decisions and ensure teams can deliver high quality and efficient services to the people we support.

Values and Associated Behaviours

Uniting's Values and Behaviours which inform the job holder's decisions and actions.

Imaginative – We challenge convention, explore new possibilities and dare to dream for a better future

Respectful – We act with honesty and integrity, and open our hearts to all people without exception

Compassionate – We are nurturing, generous and thoughtful in our words and deeds

Bold – We face injustice head on and stand up for what is right and true with confidence and strength.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church
- Works in a way that is consistent with Uniting WA's leadership expectations
- Operate ethically and enhance the integrity of the organisation.

Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

- Provide business and administrative support to NDIS service delivery teams, including storage and quality control of documentation and maintenance of client management systems.
- Provide service delivery teams with reports and information to ensure rostered hours are aligned with approved funding and services are delivered efficiently.
- Create service bookings (where applicable) and complete participant funding budgets and create service agreements based on available funding that aligns with NDIS Business Rules and Uniting billing systems, policies and procedures.
- Peer review service delivery information to be provided to the National Disability Insurance Agency (NDIA) related to a participant change in situation and store documents as per set procedure.
- Communicate with the NDIA to ensure consistent information is provided and obtained for all NDIS services including billing enquiries and complaints and provide regular updates to service delivery teams.
- Collaborate with NDIS service delivery teams, Scheduling, Finance, Payroll and Data & Systems teams to ensure payroll and billing processes are completed efficiently and continuous improvement of systems and processes is identified.
- Provide operational guidance to teams regarding business practices and billing processes to support delivery of services to participants.
- Run reports and analyse and correct data to ensure accurate billing that aligns with the NDIS Pricing Framework and NDIS Operational Guidelines.
- Attend and actively participate in team meetings
- Follow safe work practices, identify and report safety issues and workplace hazards, and identify risk mitigation strategies.
- The incumbent will perform other responsibilities as requested.

Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures
- Identify and deal (manage and monitor) with risks associated with Uniting
- Compliance with the values and associated behaviours of Uniting
- Compliance with the policies and procedures of Uniting including statutory policies
- Completion of any training and associated assessments identified as a requirement of the position.

Competencies

The knowledge and soft skill requirements necessary for this position.

- Well-developed verbal and written communication and interpersonal skills
- Ability to work autonomously and take action without waiting to be told, within the boundaries of the role and organisation
- Information seeking, has an underlying curiosity and desire to know more about work-related issues, things or people
- Analysing problems, seeks to understand the cause and effect of problems and working systematically to reach a solution.
- Well-developed skills in working with multiple teams with competing priorities, prioritising workload, dealing with several tasks concurrently and meeting deadlines
- High attention to detail
- Ability to work autonomously and in a team.
- Ability to work in ways that are congruent with the Values of UCW and the Uniting Church in Australia

Qualifications

Education, experience and technical skills required for this position.

- Strong understanding of NDIS funding and developments to business practice.
- Advanced knowledge of using Information Technology (IT) systems, data entry and maintenance
- Competent computer skills, sound knowledge of MS Office Suite and an ability to use client management system and finance software.
- Ability to create and format documents with accuracy.
- Critical thinking skills with and ability to find and provide data and information for reporting purposes
- NDIS Worker Screening Check

Additional Information

Any additional information that would be helpful to someone trying to understand the nature or purpose of the position.