

# Job Description



## OUR ORGANISATION

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Skylight Mental Health (Skylight) is a community based, not for profit organisation, which provides a range of education, support, rehabilitation and recovery based services and programs for people with mental illness, their carers (family and friends) and the community. Skylight programs are delivered utilising “lived experience” of people with mental illness and carers, and according to a psychosocial rehabilitation model and recovery philosophy and practice.

Skylight’s objectives include promoting greater community knowledge, awareness, support and understanding of the effects of mental illness on individuals and their carers. These objectives are pursued through research, illness management, support, reducing stigma and advancing the rights of people with a mental illness and their carers. Skylight is a member organisation of MIFA (Mental Illness Fellowship Australia, [www.mifa.org.au](http://www.mifa.org.au)), a national body with branches across states and territories in Australia. For more information about Skylight services and programs go to [www.skylight.org.au](http://www.skylight.org.au)

## OUR VISION, MISSION and VALUES

**OUR VISION** is a South Australian community which understands mental illness and responds with confidence, respect and hope.

**OUR MISSION** is to increase opportunities to achieve good mental health, to promote acceptance of mental illness in the community and provide quality services for people with mental illness, their family and friends.

**OUR VALUES:** Understanding, Connection, Optimism, Courage

## KEY PERFORMANCE AREAS

*All Skylight employees are required to meet at least the minimum level of satisfactory performance in the following areas within the context and performance of their positions:*

<b>Organisation:</b>	Skylight and our strategic goals, including positive culture, policies, procedures and legislative requirements
<b>Program/Work Area:</b>	Program/Work Area tasks & responsibilities
<b>Team:</b>	Working relationships within Skylight teams
<b>Individual:</b>	Individual performance areas
<b>Supervisor:</b>	Working relationship with your direct supervisor
<b>Leadership:</b>	Additional responsibilities which apply to Team Leaders, Coordinators, Specialists and Managers who participate in Leadership Group meetings at Skylight

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## POSITION SUMMARY

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<b>TITLE:</b>	Plan Management Officer
<b>PROGRAM/WORK AREA:</b>	Corporate Services
<b>AWARD:</b>	Social, Community, Home Care and Disability Services Industry Award 2010, SACS Level 3
<b>LOCATION:</b>	Metropolitan

SkyLight currently works with over 200 employees and 40 volunteers across a range of sites and programs in South Australia in the delivery of our strategic business goal. The Plan Management Officer will be an integral part of the Corporate Services team working closely with other Corporate Services and Service Delivery teams.

Under the direction of the Finance Coordinator, the Plan Management Officer will work in a diverse and dynamic environment to provide information and support to NDIS participants and carers and Support Coordinators.

## SPECIAL CONDITIONS

The role may require flexible work hours. Flexible work hours are subject to the needs of the program, as negotiated with the Supervisor with time off in lieu provided where additional hours are worked to maintain an average of allocated hours per week.

DHS Working with Children check and NDIS Worker Check are required prior to appointment. You must hold a Permanent Resident Visa or be an Australian Citizen to apply for this position.

# Job Description



## **DUTIES**

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- Processing of accounts, provider invoices and reimbursements.
- Processing of claims on the NDIS portal and through related CRMs.
- Liaise with service providers as required to resolve any invoicing issues and claiming complexities.
- Meet with NDIS participants to advise on funding utilisation and spending strategies.
- Maintain positive relationships with NDIS participants (and carers) in assisting with their NDIS budget and achieving their goals.
- Work collaboratively within Corporate Services and Service Delivery teams to streamline procedures and processes for optimum efficiency.
- Maintain appropriate records and reporting related to NDIS financial services and in accordance with NDIS legislative requirements.
- Maintain up-to-date mental health and NDIS knowledge and participate in regular supervision and annual performance appraisals to ensure ongoing professional development and the delivery of quality services.
- Contribute to a high standard of service provided by Skylight by participating in relevant meetings, delivering programs consistent with Skylight's strategic plan, policies and procedures and participating in continuous quality improvement activities.
- Plan, develop and implement special projects and events as directed by the Finance Coordinator or delegate to meet specific and identified needs. This may include working within or alongside other Skylight Programs/Work Areas from time to time to achieve Skylight's strategic goals.

# Job Description



## **SELECTION CRITERIA**

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### **Skills, Knowledge and Experience**

- A qualification in Bookkeeping or Accounting.
- A current registration with the appropriate registration authority (ABAL, ATMA, CPA, IPA)
- Experience with Xero preferable.
- Advanced skills in Microsoft Office Softwares, particularly Microsoft Excel.
- Exposure to Salesforce an advantage.
- NDIS / Plan Management exposure an advantage.
- Previous experience in a customer service and finance role.
- Highly developed self-management, communication, organisational, negotiation and interpersonal skills.
- The ability to handle complex and sensitive enquiries.
- Highly developed ability to be flexible and adaptable in a dynamic setting, able to work autonomously at times, and within teams with initiative where required.
- Effectiveness in administrative processes and ability to establish and maintain beneficial partnerships, networks and effective working relationships.
- Knowledge of the NDIS and the NDIS Provider Portal highly desirable.
- Current SA Drivers License and willingness to use own registered, insured (at a minimum Third Party Property Damage Insurance) and fully maintained motor vehicle for work purposes.
- Sound understanding of organisational operations and workplace practices, eg: Equal Opportunity and WHS.