

Job description

The Base Support Services Inc. (TBSSINC) is a not-for-profit organization delivering professional, responsive and innovative services to young people and families in Ipswich, Goodna and surrounding regions. TBSSINC is a registered NDIS provider offering Plan Management, Support Coordination and Community Coaching.

About the Position – Plan Management/Administration

Reporting directly to the Service Manager, you will be responsible for the daily processing of data, both accurately and efficiently and maintaining a range of related plan management administrative functions.

This role is a minimum of 20 hours per week over 4 days, Monday to Thursday between 9 am and 2 pm. (Please note this position is progressing to be a full-time role)

Responsibilities

Maintaining Plan Management system data entry (Service Agreements and Provider Service Agreements, invoicing and enquires)

Maintaining and monitoring data spreadsheets

Maintaining sound knowledge of the NDIS, the NDIS Price Guide and Plan Management Guidelines

Responding to phone and email enquiries in a professional, friendly, and timely manner

Proactive engagement with NDIS representatives, providers, clients and other stakeholders

Participate in continuous improvement practice

Submit Provider Payment enquiries

Invoice adjustments and corrections

Assist with Plan Management processes as well as other tasks and duties as required

Skills & Experience

Previous experience in NDIS Plan Management and administration

Bookkeeping/accounting knowledge and experience are highly regarded

Knowledge of the NDIS line items, budget categories and price caps

Strong data entry and administration skills

A high level of IT literacy with experience in Office 365 applications, Brevity, Proda and Pace highly desired

Excellent problem-solving skills

Excellent interpersonal and communication skills

You must be able to:

- Communicate with participants and/or their families using a person-centered approach.
- Support participants and their families to understand their NDIS-funded Plans.

- Assist participants with information about processes and procedures relating to their payments.
- Maintain positive relationships with external stakeholders such as Local Area Coordinators, Support Coordinators, and Service Providers.

What's in it for you?

- Opportunity to Salary Sacrifice
- A dynamic, busy and supportive workplace
- Support and guidance to help you reach your potential
- Onsite parking
- Supervision

You'll need to have:

- Working with Children Check (WWCC) Blue Card
- National Criminal History Check
- An NDIS Worker Screening Check Yellow Card, or the ability to get one
- The right to work and live in Australia
- First Aid Certificate including CPR

How to apply

1. Cover Letter: The Cover letter must outline why you are interested in the advertised role, demonstrating your suitability, and explaining how your recent experience relates to the criteria.
2. Resume that clearly outlines any work experience and qualifications you have that would contribute to your success in this role.

Further enquiries

If you have further enquiries regarding the position, please email manager@tbssinc.com.au NB: Please note that only shortlisted applicants will be contacted. Previous applicants for this role need not apply. This job is ongoing and not suitable for students.

Job Type: Part-time

Salary: \$32.21 – \$35.14 per hour

Expected hours: No less than 20 per week

Benefits:

- Salary packaging

Schedule:

- Monday to Friday

License/Certification:

- Full Driver License (Required)

Work Authorization:

- Australia (Required)

Ability to Commute:

- Goodna, QLD 4300 (Required)

Work Location: In person