

Position Description - Finance and Claims Assistant

Position Title:	Finance and Claims Assistant
Work Location:	Drouin
Employment Conditions:	Permanent/ Casual/ Short Term
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 <i>Headway Gippsland proudly pay above Award conditions</i>
Tenure:	Short Term Contract Length / Delete
Position Reports To:	CEO/Finance Manager

About Headway Gippsland

Headway Gippsland Inc. is a not-for-profit organisation operating in Gippsland, Victoria and has been providing services to those with acquired brain injuries since 1981.

The provision of disability services is undergoing major reform and to ensure that Headway Gippsland Inc. can continue to be a leading provider, we now provide services to persons with disabilities of all ages. With offices based in Morwell, Drouin and Newborough, we have staff operating across the region. Headway is registered with the Australian Charities and Not-for-profits Commission.

Our Workplace

Our mission is to provide exceptional services to individuals with an acquired brain injury (ABI) and other disabilities and their carers, in order to participate in all aspects of community life. Ours is a vision of a society that is inclusive of all.

Our people are our priority and our proudest strength as an organisation – with low turnover, and above award conditions, we hold ourselves accountable for attracting, retaining and recognising great people to ensure a high standard of service for our participants.

In 2021, we launched our performance development program, enabling us to build our training and career pathways, as well as our individual development goals. This is an exciting progression for our business and testament to our commitment to our staff, our participants and our overarching services to the community.

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About The Role: Finance and Claims Assistant

The Finance and Claims Assistant is part of the Finance Team whose responsibility is the timely & efficient management of the finance function to ensure compliance with all relevant legislation. This includes the preparation of accounts & budgets, debtors & creditors, cash flow & payroll administration.

The Finance and Claims Assistant also works closely with the Operations Team to manage participant's plans and ensure all claims made via the NDIS Portal are compliant and are in line with the participants' plan, goals and NDIS Guidelines.

The Finance and Claims Assistant will work on a day-to-day basis on a wide range of financial and general administration tasks to comply with all relevant legislation, including the ATO and the NDIS, under the leadership of the Finance and Claims Manager and senior management.

This is a privileged position in that it has immediate access to confidential company and personal information. Therefore, confidentiality and professionalism are critical to the role in order to ensure the data is not corrupted

KEY RESPONSIBILITIES

Plan Management

As a delegate of the Finance and Claims Manager the Finance and Claims Assistant will make the final decision/authorization to lodge a claim to the NDIS after the Plan Management Support Team upload invoices and the Operations Manager or delegates review and approval.

The Finance and Claims Assistant has access to the bank account where the NDIS funds are released by the NDIS and accounts for these funds as required.

The Finance and Claims Assistant has authorisation to disperse NDIS funds to the NDIS participants service providers once funds have been received.

Finance Support

As part of the Finance Team the Finance and Claims Assistant will assist with:

- The Headway bank reconciliations and the cashflow management;
- The Headway participant invoicing function and the debtor management; and
- All aspects of the Headway payroll function, including the maintenance of employee records and fortnightly payroll processing.

As part of the Finance Team the Finance and Claims Assistant is responsible for processing and managing the Headway internal Creditors.

The Finance and Claims Assistant, with the support of the Plan Management team utilises the Headway CRM to review, claim and disburse funds on behalf of the participants.

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The Finance and Claims Assistant also identifies and resolves any discrepancies in the NDIS portal in an efficient and timely manner.

The Finance and Claims Assistant must maintain excellent financial and administrative records and assist with other duties within the Finance team for which they are suitably skilled.

Assist the Finance and Claims Manager with Superannuation and the budgeting function.

General Administration

- Undertake a wide range of general administration including internal and external correspondence, file management and record keeping
- Ensure accurate, thorough and clear records and details are maintained
- Demonstrate awareness and understanding of administrative standards as well as applicable policies and procedures including references to the NDIS, ATO, Fair Work Act, and Headway Gippsland delegations of authority

Client contact

- Liaise with the Plan Management Team to resolve NDIS, participant and Plan management issues and enquiries in a time efficient, organised and professional manner.
- Use empathy and professionalism to provide a high level of quality professional services.
- Demonstrate an appropriate level of verbal and written communication skills to assist participants.

Policies, Procedures & Systems

- Adhere to, and comply with Headway 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, including a positive contribution to workplace harmony and displaying cooperative team behaviour.
- Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).

Continuous Improvement

- Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals.
- Demonstrate support for new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.

Other

- Perform additional duties from time to time, as required by management or as stipulated in individual performance development plan

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REPORTING

Line Manager:	Finance & Claims Manager
Manages:	Nil
Key Stakeholders:	External parties and the general public, our internal Planning and Support Teams, Volunteers, Participants, Employees and Management.
Note:	Reporting arrangements may change from time to time depending on business requirements.

KEY PERFORMANCE INDICATORS (KPI'S)

- Ability to manage and prioritise routine and ad hoc financial administrative tasks assigned.
- Maintain a high level of discretion and confidentiality, professionalism and service standards (internally and externally).
- Completion of set tasks with a high degree of quality, reliability and accuracy
- Ability to work autonomously within a small team, to appreciate differences and to build collaborative relationships which support financial administration processes.
- Demonstration of organisational and time management skills and the ability to prioritise tasks and timeframes.
- Capacity and willingness to learn and contribute to the functions and activities of Finance, and more widely, Headway Gippsland
- Demonstrated customer service skills that are in line with the values of the organisation.
- Exceptional interpersonal skills with the ability to work with a broad range of people from varying backgrounds and experiences.

KEY SELECTION CRITERIA (KSC)

1. Minimum requirement is a Cert IV in Bookkeeping with relevant body membership as listed by NDIA.
2. Proven experience in accounting administrative functions such as payroll and debtor/creditor management, ideally within a NDIS-related environment.
3. Ability to use Xero accounting software proficiently, be competent in the Micro Office Suite and also have the ability to pick up new programs and business systems with ease.
4. Ability to use Headway CRM in relation to plan management, invoicing and payroll.
5. Demonstrated ability to remain calm under pressure, problem solve and make effective decisions where there are competing priorities
6. Have excellent attention to detail.

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Compliance requirements for Employment Eligibility

Your employment is conditional on the provision of the following mandatory compliance items:

1. A "Clear" NDIS Workers Screen Check
2. A current Employee Working with Children Check
3. Australian Driver's License (If required)
4. Comprehensive Car Insurance (If required)
5. Proda Access

The above checks must be obtained and maintained at your own expense for the duration of your employment with Headway Gippsland Inc

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa
- Applicants will be subject to a probation period of six months
- Applicants must provide two professional reference checks

Approved

Name	Debbie Lee
Position	Operations Manager
Signature	<div style="text-align: center;"> X <hr style="width: 50%; margin: 0 auto;"/> </div>
Date	

Incumbent Statement

I have read and understood the above position description and agree to all conditions contained herein

Name	
Signature	
Date	