

Position Description

Compliance, Claims and Risk Officer

“Where mental wellbeing thrives”

Position Details

Position Title:	Compliance, Claims and Risk Officer
Position Level:	Level 4
Award:	Flourish Australia Enterprise Agreement (2018)
Employment Type:	Part-time
Hours of Work:	24 hours per week

Position Summary

The role of the Compliance, Claims and Risk Officer is to ensure that Flourish Australia is conducting its business in full compliance with the Disability Employment Services (DES) Deed and its relevant guidelines, as well as professional standards, accepted business practices, internal standards and advise Flourish Australia on any potential risks to the profitability or existence of the company and to identify and assess threats, put plans in place for if things go wrong and advise how to avoid, reduce or transfer risks.

The role is to also ensure the accurate and timely lodgement of claims, conduct desktop audits, prepare compliance reports and provide support through the education and guidance to Flourish Australia sites.

Further to this a Compliance, Claims and Risk Office will be required to undertake an audit function for the organisation’s National Disability Insurance Scheme (NDIS) claims. This will involve the sampling of a proportion of claims against recorded service events and Service Agreements within our systems.

The incumbent is required to meet the performance targets set by the General Manager, Business Excellence.

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people’s mental health and wellbeing, supporting people to thrive and live a contributing life.

Vision

Flourish Australia’s vision is to enable full participation within a diverse and inclusive community.

Mission

Working together for optimal mental health and wellbeing.

Values

Flourish Australia values are hope, inclusion, partnership, diversity, integrity, respect and trust.

Relationships and Authority

Reports to:	General Manager, Employment
Direct reports:	Nil
External:	As per site requirement
Relates to:	CFO, GM Business Excellence, DES Program manager, DES staff and NDIS program staff

Organisational Accountabilities

As a Compliance, Claims and Risk Officer with Flourish Australia, you agree to:

- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Actively promote a 'no wrong door' approach.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

Key Tasks and Responsibilities

In the course of performing your role as a Compliance, Claims and Risk Officer, you will be responsible for (but not limited to):

- Commitment to upholding Flourish Australia's DES contractual requirements and professional outcomes
- Ability to handle complex contractual situations and problem solve both efficiently and effectively
- Ability to scrutinise evidence with a high level of attention to detail
- Advanced knowledge of DSS reports available via the Employment and Community Services Network (ECSN)
- Understanding of Deed and guideline requirements relating to compliance and claims management
- Ensure claims submitted are being reviewed and processed, in a timely manner and in accordance with the DES Deed and relevant guidelines
- Provide quality education and support whilst assisting with responding to staff queries via phone or email.
- Develop and manage complex DES claims and Outcome reports to ensure transparency of any compliance and claims issues.
- Evaluate claims submitted for review and process where appropriate and provide detailed feedback where the evidence is not sufficient for the claim requested.
- Conduct desktop audits to ensure compliance and claims requirements are being met
- Time management - Ability to prioritise, multi-task, make decisions, and meet deadlines
- Provide effective mentoring and support to the Employment Coordinators and over DES Team
- Access PRODA for the evaluation of assigned NDIS claims
- Have an understanding of the organisation's NDIS claims processes and audit assigned claims against set Quality Assurance frameworks.
- Provide NDIS claims reports as required
- Demonstrated effective communication skills
- Knowledge of current Risk Management practices
- Documentation maintenance to be to the highest standard
- Advanced administrative and computing skills – Word, Excel, Outlook, ECSN, ESS Web and Bridge-Hivetechnology
- Provide assistance to the DES Program Manager or General Manager – Employment, as required
- Processing all outcomes in a timely manner and adhering to all contractual requirements, reviewing and analysing all claims to ensure the best outcome is selected.
- Tracking of all claims and wage subsidies ensuring claims are submitted in a timely manner and followed up.
- Identifying areas of risk, implementing strategies and relaying relevant information to management.
- Management of wage subsidies ensuring they are compliant and there is no financial risk to the business
- Providing comprehensive reports to management including outstanding revenue, forecasting and other reports that are required or requested management.

Performance Indicators

A Compliance, Claims and Risk Officer will know they have been successful in their role when they meet the following performance indicators:

- Achieve a 100% checking rate of all DES claims
- Review all assigned NDIS claims against the organisation's NDIS framework.
- Process all submitted Outcome Claims for payment within 3 business days of receipt

- The organisation has a recovery rate for claims totalling less than 0.05% of total DES revenue
- Processing all outcomes in a timely manner and adhering to all contractual requirements, reviewing and analysing all claims to ensure the best outcome is selected.
- Tracking of all claims and wage subsidies ensuring claims are submitted in a timely manner and followed up.
- Identifying areas of risk, implementing strategies and relaying relevant information to management.
- Management of wage subsidies ensuring they are compliant and there is no financial risk to the business
- Providing comprehensive reports to management including outstanding revenue, forecasting and other reports that are required or requested management.

Required Skills and Personal Attributes

To be successful in this role, Compliance, Claims and Risk Officer are required to:

- Be proficient with technology and have a workable knowledge of databases.
- Work independently, and as part of a team.
- Be able to think laterally and contribute to a significant degree at high-level meetings.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems.
- Apply sound working knowledge of recovery-oriented practice.
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy.
- Be people focused and work in partnership.
- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.
- Effectively organise and plan the work day.

Key Selection Criteria

“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”

Essential:

1. 5 years direct or related experience within Commonwealth-funded employment services, preferably in Disability Employment Services, Job Active, Transition to Work or similar programs.
2. Strong communication skills and excellent interpersonal organisational skills.
3. Proof of customer service experience with demonstrable facilitation, presentation, mentoring and training skills.
4. Ability to use Microsoft Office Suite and ability to fully utilise the client information management system.
5. Current Australian Driver's Licence.
6. Working With Children Check identification number.
7. Appointments will be subject to satisfactory Australian residency and National Criminal Record checks.

Desirable:

1. Qualifications in training and assessment, employment services, or related fields are preferred.
2. Experience in an NDIS claims environment
3. Knowledge of the challenges and barriers people who live with mental health issues may face in trying to join the workplace will be highly regarded.
4. Experience working with youth is preferred.
5. A carer role or having a lived experience will be an advantage.

Agreement

I, _____, have read and understand my obligations as a Compliance, Claims and Risk Officer with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

Compliance, Claims and Risk Officer

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to Human Resources.