

Position description

Financial and Service Intermediary

| | |
|---------------------------|--|
| Division: | Liveable Communities |
| Department: | Community Services |
| Reports to: | Team Leader Support Connections |
| Number of direct reports: | Nil |
| Location: | Forster |
| Grade: | 6 |
| Employment status: | Permanent Part Time |
| Hours of work: | 31 |
| Date approved: | November 2019 |

Our Mission

“We deliver benefits for our community in a way that adds value and builds trust”.

Our Values

Organisational values are a critical component of our organisational culture. Council staff and management have created and adopted the following set of organisational values which help guide our decisions and behaviours.

| | |
|-----------------------|---|
| Wellbeing | We value safety, security, health and happiness |
| Integrity | We are open, honest, accountable and take pride in all we do |
| Sustainability | We use efficiencies, innovation and cooperation to achieve sustainable results |
| Respect | We work together respectfully ensuring inclusion, equality and open communication |

Position Overview

This position is responsible for delivering quality, client centred financial and service intermediary services.

Key Accountabilities & Duties

- Deliver financial and service intermediary activities, including:
- Create and maintain client records;
- Consult with participants on financial arrangements;
- Confirm service agreements with providers;
- Liaise with providers and monitor support provision;

- Process invoices for payment including entry and confirmation in the client management system; and
- Produce participant statements and handle any resulting enquiries.
- Contribute to the delivery of organisational outcomes and the Community Services Operational Plan.
- Provide a high level of customer service to the community, internal customers and other stakeholders.
- Work collaboratively with others to deliver quality outcomes.
- Ensure compliance with relevant legislation and statutory requirements.
- Support and contribute to a culture of continuous improvement.
- Other duties within the employee's skill, competence and training as directed and in accordance with the Local Government (State) Award.
- Work Health & Safety - All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation. Staff are also required to adhere to Council's relevant safe work instructions, policies and procedures.
- Equal Employment Opportunity (EEO) - All Council staff are required to adhere to Council's EEO policies and procedures.
- Delegations - All Council staff are required to comply with the financial and operational delegations issued to them as per Council's delegations register.
- Other duties within the employee's skill, competence and training level, as required to meet business needs.

Selection Criteria





1. Comprehensive knowledge of the National Disability Insurance Scheme (NDIS) and the range of disability service providers.
2. A passion for supporting people with disability to achieve their goals and experience in a disability / community service role, preferably delivering capacity building activities under the NDIS.
3. Business administration skills, preferably with experience in accounts or finance.
4. Experience and knowledge working with client management systems, preferably TCM.
5. Sound communication and interpersonal skills.
6. Commitment to customer-centred service delivery with a proven record of achievement.
7. Demonstrated ability to develop and maintain constructive relationships and partnerships, both internally and externally, that contribute to the achievement of organisational outcomes.
8. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.
9. Current Class C Drivers Licence and working with children clearance.

Position Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose.

More detailed descriptors of capabilities are available at: <http://capability.lgnsw.org.au/?staff-member>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

| Capability Group | Capability Name | Level |
|--|---------------------------------------|---------------------|
|  Personal attributes | Manage Self | Intermediate |
| | Display Resilience and Courage | Intermediate |
| | Act with Integrity | Foundational |
| | Demonstrate Accountability | Adept |
|  Relationships | Communicate and Engage | Intermediate |
| | Community and Customer Focus | Adept |
| | Work Collaboratively | Intermediate |
| | Influence and Negotiate | Foundational |
|  Results | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Intermediate |
| | Create and Innovate | Foundational |
| | Deliver Results | Intermediate |
|  Resources | Finance | Adept |
| | Assets and Tools | Foundational |
| | Technology and Information | Intermediate |
| | Procurement and Contracts | Foundational |

ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee's Signature:

Date:

HR USE ONLY

Is a Working with Children Check required for this position?

Yes ☒ No ☐

Is a criminal record check required for this position?

Yes ☒ No ☐