

# POSITION DESCRIPTION

## Senior Plan Manager

<b>SERVICE STREAM</b>	Customer Experience & Intermediary Services
<b>LOCATION</b>	Woolloowin
<b>CLASSIFICATION</b>	Salaried
<b>REPORTING RELATIONSHIP/S</b>	Senior Manager

### OUR PURPOSE AND VALUES

Mercy Community Services supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community Services provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

### POSITION PURPOSE

This position is responsible for working directly with National Disability Insurance Scheme (NDIS) Participants and their families and carers, their formal and informal networks, suppliers of services, and coordination services to support the Participant to manage the expenditure of their plan. This will include processing payment of invoices for goods and services in accordance with supplier payment terms and NDIS guidelines.

This position will take the lead on the development and continuous improvement of plan management systems and processes.

### KEY PERFORMANCE REQUIREMENTS

<b>1. Mission, Vision and Values</b>	<ul style="list-style-type: none"> <li>• Execute the duties and functions of the role within the mission and values of Mercy Community Services.</li> <li>• Participate in mission formation programs and activities as required.</li> <li>• The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly.</li> </ul>
<b>2. Service Delivery</b>	<ul style="list-style-type: none"> <li>• Undertake all actions necessary to deliver Financial Intermediary Services under the NDIS. This is to be done in accordance with the MCS Plan Management service delivery model which: <ul style="list-style-type: none"> <li>○ Provides advice and support to Participants and suppliers in order to allow Participants to access support in a timely manner;</li> <li>○ Allows Participants more choice and control to procedure services which most effectively meets their needs;</li> <li>○ Focuses on the management and processing of invoices and claims in an expedient manner;</li> <li>○ Reduces the period between payment of an invoice and the processing of the claim through the NDIA portal;</li> <li>○ Provides clear and measurable financial data to be generated and provided to Participants and stakeholders.</li> </ul> </li> <li>• Support the organisation's capability to attract, assess and respond to organic growth opportunities as they arise.</li> <li>• Assist the Finance Partner with the updating of statistical data and new</li> </ul>

**Approved By: General Manager, Customer Experience & Intermediary Services**

<b>Approval Date:</b>	Jul 2017	<b>Implementation Date:</b>	Jul 2017	<b>Review Date:</b>	July 2019
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### KEY PERFORMANCE REQUIREMENTS

	<p>service dashboard to ensure all information is accurate, and forwarded to appropriate persons to assist in identifying trends and informing strategic development</p> <ul style="list-style-type: none"> <li>• Ensure services are meeting and exceeding agreed targets and undertake reporting to funding bodies as required and identify emergent risks to the Senior Manager in a timely manner.</li> <li>• Assist with the development of systems, structures, processes, policy and procedure required to effectively operate and maintain statutory obligations for Financial Intermediary Services.</li> <li>• Work collaboratively with Senior Managers and staff across MCS Finance team to ensure service alignment and integration and seamless support options for Participants.</li> <li>• Respond to and effectively resolve Participant/ stakeholder complaints and incidents promptly and in line with organisational and statutory requirements</li> <li>• Work alongside the other Service Intermediary teams to ensure that departmental targets are achieved and administration processes continue to support growth and new business opportunities</li> </ul>
<b>3. Leadership</b>	<ul style="list-style-type: none"> <li>• Work with various internal and external stakeholders to achieve outcomes.</li> <li>• Act in line with the MCS Integrated Leadership System.</li> <li>• Take ownership of the plan management of supports and ensure that Financial Intermediary Services remains an innovative and responsive NDIS model.</li> <li>• Lead, mentor, and support all people (MCS colleagues and all citizens in the community) to understand the NDIS.</li> <li>• Role model Mercy Community Services values and frameworks.</li> <li>• Demonstrate initiative and adaptability within a continually changing work environment.</li> </ul>
<b>4. Documentation, Quality Systems &amp; Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Comply with all Mercy Community Services policy and procedures.</li> <li>• Perform duties in accordance with organisational requirements.</li> <li>• Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation.</li> <li>• Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the relevant industry legislation and in consultation with your line manager.</li> <li>• Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements.</li> <li>• Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved.</li> <li>• Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure.</li> <li>• Identify improvements to policy, procedures, work instructions, other organisational systems, and the work environment.</li> <li>• Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required.</li> <li>• Assist with the monitoring of compliance with policy, procedures, work instructions, and other organisational and legislative requirements.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.</li> </ul>
<b>5. Work Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• While at work, you must:               <ul style="list-style-type: none"> <li>○ Take reasonable care for your own health and safety; and</li> <li>○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and</li> <li>○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and</li> <li>○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you.</li> </ul> </li> <li>• Whilst conducting work activities you must:               <ul style="list-style-type: none"> <li>○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and</li> <li>○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and</li> <li>○ Attend safety meetings and inductions or training and participate in the safety program; and</li> <li>○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.</li> </ul> </li> </ul>
<b>6. Other Duties</b>	<ul style="list-style-type: none"> <li>• Participate in staff development and team meetings.</li> <li>• Work as an effective team member in accordance with Mercy Community Services mission, purpose and values.</li> <li>• Other duties as directed.</li> </ul>

### POSITION REQUIREMENTS

#### Required to have

- A tertiary qualification of at least a Diploma level in Accounting or related discipline, and willingness for ongoing personal and professional development
- Minimum 8-10 years in financial administration or similar position which contributed to the efficient operation of a team and ensured the achievement of business outcomes.
- Demonstrated operational understanding of the NDIS.
- Highly developed adaptable and person-specific communication skills.
- Ability to travel, if required.
- Demonstrated intermediate ability to use computer IT systems including MS Office, ERF and/or Client Management Systems.
- Queensland Provisional Green or above Driver's Licence.
- Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.
- For applicable programs, evidence of current vaccination against whooping cough or willingness to obtain prior to commencement, unless applicable exemption provided as per the relevant MCS procedure.

#### Beneficial to have

- Previous experience in Disability Services or a Not for Profit organisation.

### KEY SELECTION CRITERIA

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| 1. | Demonstrated experience in the maintenance of systems to support financial analysis and planning, and a high level of accounts transaction processing. |
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2.	A proven leader with the ability to develop and manage mutually beneficial, collaborative relationships within various communities.
3.	A high level of interpersonal and communication skills to develop relationships with team members and stakeholders and deal with the issues of a sensitive nature.
4.	Demonstrates problem solving skills to successfully identify solutions to emergent issues and implement these using a logical and systematic approach.
5.	Possess a strong and genuine desire to support the empowerment of people living with a disability.
6.	Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.

#### EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name *(please print)*:

Date:

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