

Success Profile

SIL Analyst

The SIL Analyst's role is primarily to support the Senior Accountant SIL in onboarding customers and issuing the organisation's billings for Supported Independent Living (SIL) to the National Disability Insurance Agency (NDIA) through claims made to the NDIA portal, with a small portion of billings generated to clients directly or nominated third parties. Assistance is provided to all levels of Support Services to assist them in establishing well-written documentation to support the billing process. The above ensures billing runs smoothly, maximising the amount of revenue each billing cycle.

Aruma has had significant growth over the past few years and the provision of SIL services is a major and increasing source of revenue for the organisation. The role therefore requires managing the SIL billing operation and onboarding new participants, incorporating internal customer service, implementing process controls and improvements. The role has both an internal and external focus, with establishment of a strong relationship with the NDIA being essential to ensure we respond to the changing environment on a proactive basis.

Reports To	Senior Accountant SIL
Direct Reports	Nil
Level	
Date Prepared	August 2019

We're guided by our Purpose and Values

Our Purpose is the reason we exist, and at Aruma that is:

Supporting people to live a great life, the life they want, the life they choose.

Aruma is also BRAVE. That's what makes us a trailblazer. Being part of our team means you need to meet our BRAVE behaviours.

Bold - we speak up; Respectful - we respect each other; Authentic – we do what we say; Value Teamwork – we do things together; Excellent – we do things well.

We're the trusted partner of over 5,000 people with a disability throughout the east coast of Australia. Aruma puts our customers first. And to do this we need employees who are brave, bold, and who dare to think differently.

1. What success looks like

- Assistance with the onboarding process of new SIL customers, including the financial component of the SIL quote.
- Weekly processing of SIL claims for customers (800+)
- Effective and timely reviewing of SIL quotes and related queries with provision of feedback to operations where required
- Effective and timely billing and prompt addressing of errors and issues, and ensuring revenue completeness
- Accurate and responsive billing processes; end to end responsibility for billing, including onboarding customers, reviewing Service Agreements, creation of service bookings and cash collections.
- Monitoring and reporting on NDIS allocations for SIL funding ensuring reconciliation and prompt follow up of variances
- Analysing variances and related issue trends as a way of identifying process improvement opportunities internally as well as with our external interactions with NDIA.
- Effective communication and relationships with the NDIA.
- Adapting to new system processes and capability and being able to utilise and build on the extended capacity they deliver
- Management reporting as required
- Addressing ad hoc queries as and when they arise
- Establishment of a strong working relationship with key stakeholders at the NDIA and within Aruma

A day in the life of a SIL Analyst

- Assist with all aspects of billing including:
 - Creating Service Bookings using the NDIS Portal
 - Processing ROSs in a timely manner to enable efficient cash flow
 - Streamline processes as required to enable smoother practices
 - Work through issues efficiently to avoid billing errors
- Follow up unbillable customers to minimise leakage
- Effectively communicate and maintain relationships with the NDIA and internal customers
- Work with the newly implemented systems of RITEQ, SCOUT and CareLink and explore their full capacities and interactions with other work processes
- Action requests in a timely manner
- Empower the Support Services Team to:
 - Create clear and correct Service Agreements with their customers
 - Understand the financial side of the agreement to ensure smooth processing
 - Negotiate services to be provided and their prices
 - Create quotes for customers when required

- Cancel Service Bookings in a timely manner to allow customers to utilise their funds quickly
- Keep NDIA customer listing up-to-date
- Keep ROS database up-to-date
- Fortnightly billing from ROS
- Monthly invoicing of residential contributions and TAC (Transport Accident Commission)
- Follow up and correct errors
- Manage historical errors to keep to them to an acceptable level
- Fortnightly billing of Self-Managed and Plan-Managed customers
- Train staff as required
- Look at ways to improve billing, both NDIA and ad hoc billing
- Be the key contact for billing issues.
- Maintain confidentiality of customers, their families/carers and the organisation
- Effective networking internally and externally
- Enhance Aruma practice and reputation through continuous improvement, business development and innovation.

Working Relationships

- Develop strong relationships with internal customers NDIA, other mainstream and disability service providers, members of the community, networking groups, funding bodies, government agencies, auditors and practitioners
- Develop collaborative working relationships with Area Managers, Supported Living Managers, Individual Support Managers, Customer Service Officers and other Support Coordinators.
- Share knowledge and experience with colleagues and members of the Finance Team.
- Work with Admin, Support Services, and Shared Services employees

2. What you need to be successful in this role

- Proven ability to work collaboratively across a multi-faceted organisation and with a wide range of stakeholders.
- Ability to provide interpretations meaningful to senior management, and makes recommendations and outlines needed actions.
- Knowledge of the Disability sector and NDIS framework.
- Strong interpersonal communication skills.
- High level computer literacy and confidence and capability in using systems and technology – strong Excel skills will be highly regarded.
- Adaptability and flexibility for managing change
- Demonstrated ability to manage a high-volume workload through planning

- and prioritisation.
- Ability to understand the NDIS Price Guide and flexibility within budgets, the NDIS legislation and rules including provisions relating to reasonable and necessary supports and the role of the mainstream service system.
- A current Australian driver's license.

3. Skills and Experience which will make you stand out

Must have

- A commitment to the Code of Conduct of Aruma
- An understanding of human rights.
- Excellent interpersonal and active listening skills
- Excellent written and verbal communication skills
- Ability to adapt communication style to meet people's needs.
- Able to resolve conflict
- High level of numeracy and literacy
- Strong administrative skills; time management, coordination of tasks, efficient work practices
- Excellent computer literacy and confidence and capability in using systems and technology – strong Excel skills will be well-regarded
- Ability to work with minimal supervision

Nice to have

- Prior exposure to the following systems:
 - RITEQ
 - CareLink
 - CRM systems

Signed: _____

Date: _____

Print Name: _____