

Job Description



OUR ORGANISATION

Skylight Mental Health (Skylight) is a community based, not for profit organisation, which provides a range of education, support, rehabilitation and recovery based services and programs for people with mental illness, their carers (family and friends) and the community. Skylight programs are delivered utilising “lived experience” of people with mental illness and carers, and according to a psychosocial rehabilitation model and recovery philosophy and practice.

Skylight’s objectives include promoting greater community knowledge, awareness, support and understanding of the effects of mental illness on individuals and their carers. These objectives are pursued through research, illness management, support, reducing stigma and advancing the rights of people with a mental illness and their carers. Skylight is a member organisation of MIFA (Mental Illness Fellowship Australia, www.mifa.org.au), a national body with branches across states and territories in Australia. For more information about Skylight services and programs go to www.skylight.org.au

OUR VISION, MISSION and VALUES

OUR VISION is a South Australian community which understands mental illness and responds with confidence, respect and hope.

OUR MISSION is to increase opportunities to achieve good mental health, to promote acceptance of mental illness in the community and provide quality services for people with mental illness, their family and friends.

OUR VALUES: Understanding, Connection, Optimism, Courage

KEY PERFORMANCE AREAS

All Skylight employees are required to meet at least the minimum level of satisfactory performance in the following areas within the context and performance of their positions:

Organisation:	Skylight and our strategic goals, including positive culture, policies, procedures and legislative requirements
Program/Work Area:	Program/Work Area tasks & responsibilities
Team:	Working relationships within Skylight teams
Individual:	Individual performance areas
Supervisor:	Working relationship with your direct supervisor
Leadership:	Additional responsibilities which apply to Team Leaders, Coordinators, Specialists and Managers who participate in Leadership Group meetings at Skylight

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POSITION SUMMARY

TITLE:	Senior Plan Management Officer
PROGRAM/WORK AREA:	Corporate Services
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010, SACS Level 4
LOCATION:	Metropolitan

SkyLight currently works with over 200 employees and 40 volunteers across a range of sites and programs in South Australia in the delivery of our strategic business goal. The Plan Management Officer will be an integral part of the Corporate Services team working closely with other Corporate Services and Service Delivery teams.

Under the direction of the Finance Manager, the Senior Plan Management Officer provides leadership and system oversight, acting as an escalation point and working collaboratively across finance, service delivery and IT to optimise systems, processes and participant outcomes.

SPECIAL CONDITIONS

The role may require flexible work hours. Flexible work hours are subject to the needs of the program, as negotiated with the Supervisor with time off in lieu provided where additional hours are worked to maintain an average of allocated hours per week.

DHS Working with Children check and NDIS Worker Check are required prior to appointment. You must hold a Permanent Resident Visa or be an Australian Citizen to apply for this position.

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DUTIES

- Provide day to day support, training, mentoring and technical guidance to Plan Management Officers
- Provide guidance on funding utilisation, budget management and spending strategies to support participant goals.
- Maintain positive relationships with NDIS participants (and carers) to ensure high levels of satisfaction and service quality. Oversee the accurate processing of NDIS invoices across relevant systems and portals.
- Ensure compliance with NDIS legislative requirements and policies are adhered to
- Act as the primary escalation point for complex participant, provider and stakeholder queries
- In collaboration with IT Architect review and optimize end to end process flows across the CRM, finance systems and other platforms.
- Liaise with service providers as required to resolve any invoicing issues and claiming complexities
- Meet with NDIS participants to advise on funding utilisation and spending strategies
- Work collaboratively within Corporate Services and Service Delivery teams to streamline procedures and processes for optimum efficiency
- Maintain up-to-date mental health and NDIS knowledge and participate in regular supervision and annual performance appraisals to ensure ongoing professional development and the delivery of quality services
- Contribute to a high standard of service provided by Skylight by participating in relevant meetings, delivering programs consistent with Skylight's strategic plan, policies and procedures and participating in continuous quality improvement activities
- Plan, develop and implement special projects and events as directed by the Finance Manager or delegate to meet specific and identified needs. This may include working within or alongside other Skylight Programs/Work Areas from time to time to achieve Skylight's strategic goals

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SELECTION CRITERIA

Skills, Knowledge and Experience

- Relevant tertiary qualification in Bookkeeping or Accounting highly desirable or equivalent work experience
- A current registration with the appropriate registration authority (ABAL, ATMA, CPA, CA, IPA)
- Extensive experience in NDIS Plan Management, including complex funding structures, compliance requirements and participant support
- Demonstrated experience working with NDIS PACE portal and related systems
- Highly developed self-management, communication, organisational, negotiation and interpersonal skills
- Demonstrated experience and ability to manage and resolve complex, sensitive or high risk enquiries
- Skills and experience in enterprises systems and solutions desirable
- Experience using financial and CRM systems (e.g Xero, MYP, Salesforce) is an advantage
- Ability to train, supervise and mentor others to effectively
- Understanding of system workflows, integrations and data flows across finance and CRMs desirable
- Highly developed ability to be flexible and adaptable in a dynamic setting, able to work autonomously at times, and within teams with initiative where required.
- Effectiveness in administrative processes and ability to establish and maintain beneficial partnerships, networks and effective working relationships.
- Provide guidance on funding utilisation, budget management and spending strategies to support participant goals.
- Current SA Drivers License and willingness to use own registered, insured (at a minimum Third Party Property Damage Insurance) and fully maintained motor vehicle for work purposes.
- Sound understanding of organisational operations and workplace practices, eg: Equal Opportunity and WHS