

Position Description

Private and Confidential

Systems Support Officer, NDIS

The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill], Translinc [Central West NSW] and Nambucca Valley Phoenix [Mid North Coast NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff, and tailored to the individual needs of local people and communities.

Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Systems Support Officer, NDIS
Location:	Orange or Dubbo
Job Type:	Permanent Part Time
Reports to:	Senior Project Officer NDIS
Direct reports:	NIL

Service Description

The Business Support Unit provides a range of services to the Operations team within LiveBetter to ensure systems and practices support the achievement of agreed service outcomes and promotes the adoption of best practice standards. The Business Support Unit encompasses functions such as rostering, internal business intelligence, intake assessment, unit pricing and coordination of supports, with a strong focus on NDIS funded supports.

Key Position Responsibilities

The Systems Support Officer is responsible for supporting the back-office functions inclusive of Service Agreements, and scheduling within an NDIS funded service system. The role also encompasses the day to day system and process development to better support operations and provide greater rigours around financial compliance and delivery of timely claims. In addition, the role will provide advice and subject matter expertise by assisting the Business Services Unit to develop effective and efficient systems in relation to NDIS and CTARS management, supporting quality and consistency in financial compliance under the NDIS via the CTARS Client Management System.

Core responsibilities for this position include:

- Supporting the implementation of business development strategies that contribute to the efficiency of the back-office operations for service provision under the NDIS.
- Managing multiple email inboxes and actioning email items accordingly.
- Management of the back end of the CTARS (or equivalent) system including updating user requests, changing passwords and user training and coaching.
- Ensuring accuracy and timeliness of schedules and logs for NDIS and other programs and contracts as necessary, including daily review of logs and schedules to generate NDIS claims.
- Regularly monitoring, reviewing and evaluating service performance in accordance with relevant standards, program targets and budget.
- Assisting with the preparation of financial reports for the purpose of planning and tracking participants NDIS budgets, including the production and analysis of consumption reports and exception reporting.
- Ensuring accuracy of data collection and entry in line with NDIS requirements.
- Maintaining current knowledge of the NDIS legislative environment.
- Establishing and maintaining effective communication links with key stakeholders to ensure an effective continuum of care for people transitioning into the NDIS.
- Providing support as required to the Senior NDIS Project Manager.
- Day to day maintenance of the corporate system CRM including currency of skills and new developments in the CRM.
- Delivery of supports to operational staff on the CRM and providing guidance on business processes.

- Maintaining and monitoring documentation relating to customers in the appropriate records management system adhering to the highest level of confidentiality.
- Provision of consultative and/or expert advice to staff to ensure programs meet set outcomes within legislative requirements and policies and procedures.

Risk

All staff must be aware of operational and business risks. They should:

- Provide input into various risk activities assist in identifying risks and controls.
- Report all emerging risks, issues and incidents to their manager or appropriate officer.

Person Specification

- Qualifications and/or extensive experience in Business, Administration or Finance.
- Sound understanding of the NDIS framework and related policies.
- Understanding of business planning processes backed by strong analytical and critical thinking skills.
- Understanding of information technology systems and the ability to interpret data and reports.
- Superior communication skills, both verbal and written along with proven, interpersonal and collaboration ability.
- Demonstrated understanding of financial, planning and budgeting and financial output/outcome performance data.
- Demonstrated ability to participate in the development and evaluation of services and service provision.
- Current Drivers Licence and willingness to undertake travel in accordance with responsibilities of the role.
- High level administrative skills along with outstanding attention to detail.
- Ability to deliver supports, guidance and coaching to operational staff and provide guidance on business processes.

Desirable

- Comprehensive understanding of the NDIS Quality and Safeguarding Framework
- Experience in individualised funding and implementing individual budgets

Other requirements

1. Pass a National Criminal History Check, Working with Children Check and a pre-employment medical assessment (including drug and alcohol screening).
2. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position.

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
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Signature:	
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