

## POSITION DESCRIPTION

### 1. Position Identification

<b>Position Title</b>	Plan Manager
<b>Organisation</b>	Your Best Life Disability and Health Services Ltd
<b>Business</b>	Your Choice Plan Management
<b>PD Updated</b>	22/2/2024
<b>Approved by</b>	CEO
<b>Position status</b>	Part Time and/or Full Time

### 2. Reports To

The position reports to the YCPM Assistant Manager.

### 3. About Your Best Life Disability and Health Services Ltd.

Your Best Life Disability and Health Services Ltd (YBL) is a not-for-profit company that provides the following integrated and client-oriented services:

- 1) Community Services Community Services including Children's and Teens' Therapy Services (CATTs), Mindcare Mental Health Services (MMHS), The Allied Health Collaborative (TAHC) and WorkFit and Wellness
- 2) LevelUp Independent Living (LUIL)
- 3) Your Choice Plan Management (YCPM)

The company has centres in Maroochydore, Nambour, Kawana, Caboolture, Morayfield, and Gympie as well as service hubs in the community. Telehealth services are provided across the region and beyond. Our services provide supports to NDIS participants and other clients with disabilities and health conditions, including mental health conditions, to live as independently as possible in the community.

The company is committed to growing and diversifying to meet the needs of NDIS participants and other clients needing services and supports through a personalised approach that puts people before profits. YBLDHS is leading the development of diverse and inclusive disability support services in the region. We are client-led, open to great ideas, innovative, and collaborative.

YBLDHS is NDIS-registered and is quality certified under the NDIS Quality and Safeguards Commission. As a not for profit company, we invest surplus funds into new or enhanced services in accordance with our mission to provide quality services that help people live their best lives no matter what health, disabilities, and other circumstances they face.

#### 4. Our Strategic Plan

<b>Our vision</b>	A community in which we work together to overcome life's challenges and barriers
<b>Our purpose</b>	To help children, teens and adults to live their best lives through community health, disability and human services
<b>Our values</b>	<ul style="list-style-type: none"> <li>• We respect human rights and individual self-determination.</li> <li>• Our people embrace integrity and accountability.</li> <li>• Everything we do is person centred and strength based.</li> <li>• We invest in client safety, quality services and professional competence to achieve client outcomes.</li> <li>• We stand against violence, neglect, abuse and exploitation.</li> <li>• Our systems and services continually improve to enhance engagement.</li> </ul>
<b>Our strategic objectives</b>	<ol style="list-style-type: none"> <li>1) To empower and provide evidence-based services to children, teens, and adults to deal with life's challenges through person-centred therapeutic supports, including mental health services, in a safe and supportive environment</li> <li>2) To empower NDIS clients to use their plans well through our experienced and knowledgeable team offering personalised services and guaranteed same-day invoice processing</li> <li>3) To support people to achieve their personal independent living and community participation goals.</li> <li>4) To continue to be a strong and financially sustainable company that invests in our people, systems, and services.</li> <li>5) To build the capacity of our community through the provision of health, disability, and human services that improve quality of life</li> </ol>

#### 5. Position Scope

This position provides a client-centred service that is welcoming, respects and upholds NDIS participants' and other clients' right to access safe, high-quality supports and services, and that supports NDIS Participants with financial intermediary services within the policy framework of the NDIS, the NDIS Quality and Safety Commission, and Your Best Life.

## 6. Key Responsibilities

The following list is not exhaustive and the position may change to meet the overall objectives of the organisation. As a YCPM Plan Manager, you will report directly to the YCPM Assistant Manager and be responsible for:

- a) Providing responsive supports to NDIS Participants seeking Plan Management under their NDIS Plan
- b) Developing and maintaining strong professional relationships with the NDIA, NDIS Participants, Participants' Parents/Carers, and key external NDIS service providers
- c) Managing Participants' NDIS funding in alignment with NDIA guidelines with due diligence and efficiency
- d) Contributing proactively to a dynamic and adaptable NDIS Plan Management work team
- e) Maintaining confidentiality of all information
- f) Develop and execute Service Agreements and associated documentation to assist implementation of a participant's plan
- g) Collate and record executed Service Agreements and associated documents and information in the Careview system
- h) Process NDIS Plan Management invoices accurately and in a timely manner
- i) Provide accurate monthly reports to participants in a timely manner
- j) Fulfil other job-related tasks as required/requested by the YCPM Manager or Supervisor and CEO and as necessitated by the development of this role and the development of the organisation.

## 7. Key Selection Criteria

The company promotes Equal Employment Opportunity. Selection is based on proven experience, qualifications and/or training, and the person's potential to most effectively undertake the responsibilities of the position.

### 1 Collaboration

Work collaboratively within the YCPM team, clients and key stakeholders.

### 2 Knowledge and skills

- Demonstrated administration and client-focus skills which embodies the NDIS core values
- Demonstrated knowledge of financial processes
- The ability to work within and embody YBL's vision, mission and values
- Demonstrated knowledge of Xero, the suite of Microsoft Office programs and the NDIS Portal
- Demonstrate loyalty and high level of confidentiality
- Aptitude in problem-solving and decision-making
- The ability to act with humanity and think commercially

### 3 Experience

Two years' experience working in the disability sector in a finance/accounts and/or administration position.

### 4 Communication skills that are commensurate with the responsibilities of the position

- Demonstrate effective and professional interpersonal, communication, and team skills with internal and external clients

**5 Effective time management**

- Demonstrated high level organisational skills including the capacity to set priorities and work to deadlines

**8. Corporate Requirements**

- 1) Commitment to organisational vision, purpose, values, and strategic objectives
- 2) Compliance with:
  - Organisational policies and procedures
  - NDIS Code of Conduct
  - Applicable legislation
  - Relevant quality and accreditation requirements, for example:
    - NDIS Quality and Safeguards Commission Standards

**9. Qualifications and/or demonstrated relevant experience**

- Certificate IV in Accounting or Bookkeeping highly regarded
- Certificate IV in Disability Services highly regarded
- Two years' experience in a finance or accounts and/or administration position
- Experience in the disability sector highly regarded

**10. Mandatory Requirements**

- Disability Worker Screen (Yellow Card)
- Working with Children Check (Blue Card)
- COVID Vaccination
- Queensland Driver's Licence
- Right to work in Australia

**11. Appointment conditions**

Refer to Employment Contract

**Certification**

The details contained in this document are an accurate statement of duties, responsibilities and other requirements for the position.



**Chief Executive Officer Signature:** \_\_\_\_\_

As occupant of this position, I certify that I have read, understood, and accept the duties, responsibilities, and obligations of my position.

**Signature:** \_\_\_\_\_