Position Description: Roster and Billing Administrator

Position Details

Position Title: Rostering/ Billing Administrator
Classification: SCHCADS - Administrative Officer Level 3.4
Time Fraction: Full Time
Contract Detail: Fixed term to 30/06/2018

Organisation Overview

Mentis Assist is a not-for-profit Community Managed Mental Health Service (CMMHS) supporting people with severe and enduring mental illness and psychiatric disabilities. Mentis assists people to recognise their values, strengths and goals, with an emphasis on improving health and wellbeing, independence, social participation and enhancing meaningful relationships with significant others.

Mentis was established in 1987 and has evolved significantly to become a leader in the areas of delivering flexible support packages tailored to the individual using strengths-based, recovery-orientated practice, quality and evidenced based service provision.

Mentis strives to provide opportunities for people living with mental illness to enjoy a meaningful life by strengthening self-identity, personal responsibility and hope. Our vision is for optimum personal recovery and wellbeing. Mentis believes that recovery-orientated practice is a partnership where the person with the lived experience is the expert in their recovery and our staff bring their understanding and expertise to support this journey.

Our service model is based on the Victorian Framework for Recovery-Orientated Practice (2011) and the National Mental Health Standards (2010). We believe that recovery practice should be person-centred, accepting of diversity, strengths-based, provide respect and dignity, community connection and participation. Mentis Assist places high importance on maintaining a skilled, supported and informed workforce, providing opportunities for reflective practice, flexibility and innovation, developing and maintaining collaborative partnerships, evaluation, planning and continuous improvement.

Conditions of Employment

- In accordance with the terms and conditions specified in the Social, Community, Home Care and Disability Services (SCHADS) Award 2010
- Generous Salary Packaging tax exempt benefits
- Satisfactory pre-employment screening checks including National Police Check, Safety Screening Statutory Declaration, International Police Check/Statutory Declaration, Working with Children Check (if required), Qualification Check, Employment History and Referee Check.
- Mentis encourages people with a disability to apply and encourages full disclosure of illness or disability.
- Mentis Assist is a smoke free workplace
- Right to work in Australia
Qualifications and Requirements

- Desirable qualification in a relevant discipline – information technology, administration, management
- Minimum 2 years’ experience working as roster administrator in a similar environment
- Preferably experience using The Care Manager (Telstra Health) or similar
- Advanced Microsoft Excel skills
- Mentis Assist has a strong commitment to participation of people with lived experience in our workforce. We invite qualified people with lived experience of mental health issues to apply. We also welcome diversity in the workplace and invite people from other communities to apply. Suitably qualified Aboriginal or Torres Strait Islander applicants will be highly regarded

Position Overview

This is a new position created in response to the change to the delivery of services to people experiencing mental illness under the National Disability Insurance Scheme (NDIS) and other emerging mental health service programs. The Roster and Billing Administrator will be responsible for the creation and maintenance of staff rosters, assisting with the analysis of participant data, assistance with preparing reports for management and reconciling NDIA receipts for processing.

Key Responsibilities

- Staff roster and schedule creation and coordination, ensuring the effective and efficient use of staffing resources
- Attending to day to day rescheduling to cover unplanned changes in staff availability, including sick leave, personal leave and emergency replacement or backfilling requirements
- Monitoring and evaluating service delivery to ensure that key role expectations are met and making recommendations for improvement
- Client liaison ensuring that customers are receiving the services they request and reporting any inefficiencies
- Preparation of reports and data analysis to the NDIA, senior management, and other stakeholders
- Ensuring that rosters are appropriately approved before sending to payroll
- Reconciling NDIA receipts
- Assisting with financial requirements that are exported from the TCM data base
- Managing accounts receivable through TCM

Line Manager

Director of Finance
Key Accountabilities and Duties

Self and Workplace
- Understand and actively undertake the responsibilities and accountabilities to self and others in accordance with W.H.& S legislation and internal policies
- Understand the responsibilities and accountabilities to self and others in accordance with the Charter of Human Rights and Responsibilities Act 2006 (VIC) and other relevant legislation
- Abide by Mentis Assist’s Policies and Procedures and accreditation standards

Rostering
- Creation and day to day maintenance of staff rosters including periods of leave, both planned and unplanned
- Maintain knowledge of NDIS service types and roster staff accordingly for cost allocation
- Ensuring that appropriate approvals are given before exporting roster data to payroll

Data Analysis
- Ensure the integrity of data entered, including timely entry
- Provide regular performance reports and data analysis
- Preparation of regular audit and quality assurance reports
- Completing business projects and ad-hoc administrative and analytical duties to improve operational outcomes
- Analysis of roster data for reporting

Finance and Performance
- Reconcile NDIA receipts
- Assist with financial requirements that are exported from TCM
- Managing accounts receivable through TCM
- Ensure all expenditure has approval in line with Mentis Assist’s Delegation Schedule and policies
- Ensure all accounting and documentation processes are accurate and within budget

Team Participation
- Work as part of the Mentis Assist team in the spirit of collaboration, cooperation, and mutual support.
- Cooperating with program managers to ensure the continuity of care and the provision of excellent service
- Actively participate in staff meetings, planning sessions and other team meetings
- Undertake annual performance appraisals with line manager and develop and implement own professional development plans
- Actively participate in training and skill building opportunities

Administration
- Ensure accurate recording, maintenance and security of all client records
- Participate in service review and development activities, including audits
- Ensure human resource responsibilities are met within required timeframes i.e. time sheets, leave forms
Key Selection Criteria

1. Relevant desirable qualifications as above
2. Minimum 2 years’ experience in a similar role; working within the community service/health sectors would be an advantage
3. Experience using TCM (desirable)
4. Ability to be adaptable in fluid working environments with shifting organisational, policy, and service contexts
5. Exposure to payroll systems
6. Commitment to provide excellent customer service and act upon continuous improvement opportunities
7. Effective problem solving, time management and conflict resolution skills
8. Advanced level IT skills
9. Demonstrated ability to maintain confidentiality, exercise discretion, and show judgement in decision making.

Acknowledgment for Receipt of Position Description

I have received a copy of the Position Description and have read and understand its contents. I understand that this Position Description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, I may be required to undertake other duties within my skills and experience.

Name: (please print) _______________________________________________________
Signature: _____________________________________________________________ Date: ____________________