

# Position Description NDIS Claims Officer



**Position Title:** NDIS Claims Officer  
**Location:** Barkuma – All Sites  
**Reports to:** Team Leader Intake & Development

## About Barkuma

Barkuma is a not-for profit organisation that provides a range of services to assist people with disability to live, work, learn and be included in the community. Established in 1967 by a group of parents in Adelaide's northern suburbs, Barkuma has grown to employ more than 300 staff and support more than 800 people living with disability, making us one of the largest disability organisations in South Australia.

**Our Foundation Principle** is that the inclusion of all people expands individual potential and strengthens the community. **Our Mission** is to enable people with disability to be valued members of the community.

**Our Purpose** to partner with people on the journey to their best life. **Our Aspirational Goal** to be a leading provider of high quality employment, transition and in-home supports for current and future Barkuma customers.

## Our Values

- Respecting human worth and dignity
- Promoting individual growth and development
- Striving for excellence
- Fostering community inclusion
- Improving quality of life

## Purpose

As a member of the Intake and Development team, the NDIS Claims Officer is responsible for assisting with the financial processing and administration of NDIS customers.

## Management and Accountability

- Processing of NDIS agency managed customer claims in the NDIA portal weekly including review of rejections, manual claims, transport claims and uploading transactions to the Barkuma financial accounting system.
- Matching of Plan Management and Self Management customers in the data base with the financial accounting system and preparing and sending invoices weekly for participants including debtor set up and maintenance.
- Credit note preparation and sending for authorisation
- Management of all NDIS Debtors including debtor set up and maintenance, preparation of portal uploads and invoices, sending of statements in accordance with billing schedule
- Prompt follow up on outstanding invoices
- Actioning account queries from customers and resolving in a timely fashion
- Correct coding of account numbers/cost centres in accounting systems
- Prepare monthly reports of NDIS debtors including details on overdue invoices and narrative
- Performs timely and systematic reconciliations relative to role including data base/accounting system
- Creating NDIS service booking in the NDIS Portal and via Plan Managers
- Inputting customer and service information via POD, Sharepoint and NDIS Provider Portal
- Managing sensitive information with respect to customer confidentiality
- Backup of other Intake & Development team including DES Claims Officer
- General filing relevant to role

# Position Description

## NDIS Claims Officer



- Attend to queries from internal and external customers
- Additional duties as directed within the employee's skill, competence and training
- Adhere to and actively support Barkuma's Quality Assurance systems
- Ensure safe work practices are carried out at all times, including the immediate reporting of any real or potential hazards
- Ensure health and safety (WHS) requirements are observed in accordance with legislative requirements and Barkuma's policies, procedures and protocols
- Contribute to a culture that encourages learning, unity, achievement of high quality services and a pursuit of excellence.
- Model appropriate behaviours and adhere to Barkuma's Code of Conduct
- Actively promote Barkuma and its services to the community
- Adhering to Barkuma's Mission statement and values.

### Key Relationships (internal and external)

- Intake and Development Team
- Finance Team
- Barkuma Service Area Managers and colleagues
- External stakeholders including customers, NDIA and Plan Managers

### Essential knowledge, skills and qualifications

- Demonstrated experience and proficiency in NDIS financial management
- Computer literate with a sound working knowledge of Microsoft Office and intermediate level of Excel, and experience with computerised finance systems with an ability to contribute to the development of financial systems and processes
- Ability to work autonomously and within the team
- Ability to work to a high level of accuracy and meet deadlines
- Excellent written and verbal communication skills
- Good organisation and time management techniques

### Desirable

- Experience with Microsoft Dynamics NAV
- Understanding and experience of the Disability Employment Services Funding
- Experience in the not for profit sector

### Special Conditions of Employment

- A current class one South Australian Driver's Licence
- Ability to work out of core work hours to cover leave or to meet end of month/year deadlines
- Ability to work across different Barkuma sites
- Current NDIS Workers Screening clearance (or willingness to obtain)
- NDIS Quality and Safeguards Worker Orientation (or willingness to obtain)

# Position Description NDIS Claims Officer



I confirm that I have read and understood the Position Description for the position of NDIS Claims Officer.

Name (insert here) \_\_\_\_\_

**NDIS Claims Officer**

Signed \_\_\_\_\_

Date \_\_\_\_\_

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**HR Use Only:      Amendment Record**

| Version Number | Amendment | Amended by                      | Date       |
|----------------|-----------|---------------------------------|------------|
| 1.0            | New role  | Exec Manager Corporate Services | March 2021 |