



## POSITION DESCRIPTION

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### **Mission**

*To support people with intellectual disabilities to lead a life of their choosing, with meaningful participation in their community.*

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<b>TITLE:</b>	<b>Billing &amp; Scheduling Assistant</b>
<b>SERVICE AREA:</b>	Alkira
<b>REPORTS TO:</b>	Billing & Scheduling Manager
<b>AWARD AND GRADE:</b>	Victorian Disability Service (NGO) Agreement 2023 (A Multi-Employer Agreement (MEA)) Level 3
<b>LIASION:</b>	<b>Internal:</b> Billing & Scheduling Team Service Managers
<b>REVIEWED BY:</b>	Chief Services Officer
<b>DATE LAST REVIEWED:</b>	April 2025

Alkira is a community sector organisation providing a range of services and supports for adults with an intellectual disability and their families in the Eastern Metropolitan region of Melbourne.

Alkira's service philosophy is based on recognising, fostering and celebrating each person's individuality which in turn informs the way that supports are provided; their capacity and participation in community life with all the associated rights and responsibilities. The social justice and human rights principles of access and equity strongly underpin the values and actions of the organisation.

All employees have a responsibility for contributing to:

- The multi-disciplinary teamwork of the organisation;
- Ensuring supports are provided to participants in consultation with their families;
- A process of continuous quality improvement throughout the organisation;
- The maintenance of organisational standards stated in the 'Code of Conduct' and legislative requirements regarding privacy, confidentiality and occupational health and safety.

## POSITION PURPOSE

The Billing & Scheduling Assistant is responsible for providing administrative support to ensure the accurate and efficient coordination of rosters, timetables, timesheets, leave approvals, and billing processes across the organisation.

This role focuses on aligning team rostering with the Victorian Disability Services Multi Employer Agreement 2023 (MEA) and ensuring billing practices are consistent with the NDIS Pricing Arrangements and Limits as well as Alkira's internal billing guidelines.

### Key Areas of Accountability:

- Rostering and Workforce Coordination
- Billing and Financial Administration
- Compliance and Quality Assurance
- Customer Service and Stakeholder Support
- Continuous Improvement and Operational Efficiency

Key Accountabilities	Key Performance Indicators
1. Rostering and Workforce Coordination	<ul style="list-style-type: none"><li>• Assist in the development and maintenance of accurate team rosters and timetables.</li><li>• Ensure rostering practices align with the Victorian Disability Services MEA 2023, including shift allowances, breaks, and appropriate coverage.</li><li>• Coordinate and process timesheet approvals and leave requests in a timely manner.</li></ul>
2. Billing and Financial Administration	<ul style="list-style-type: none"><li>• Review and approve billing data in line with the NDIS Pricing Arrangements and Limits and Alkira's Billing Guide.</li><li>• Ensure accuracy of service claims and billing submissions to prevent funding discrepancies.</li><li>• Monitor and report on participant plan utilisation and identify variances or concerns.</li><li>• Investigate and follow up on failed or rejected NDIS claims, working to resolve issues and ensure timely payment.</li></ul>
3. Compliance and Quality Assurance	<ul style="list-style-type: none"><li>• Ensure all rostering and billing practices are compliant with organisational policies, NDIS standards, and industrial agreements.</li><li>• Maintain accurate and up-to-date records to support audits and reporting requirements.</li><li>• Contribute to the ongoing review and improvement of administrative systems and procedures.</li></ul>
4. Customer Service and Stakeholder Support	<ul style="list-style-type: none"><li>• Provide professional, responsive, and solution-focused support to internal stakeholders (Alkira team)</li></ul>

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	<ul style="list-style-type: none"> <li>members) and external stakeholders (participants and their representatives).</li> <li>Respond to queries regarding rostering, billing, or claims with clarity, empathy, and attention to detail.</li> <li>Foster positive relationships by ensuring timely and accurate communication.</li> </ul>
5. Continuous Improvement and Operational Efficiency	<ul style="list-style-type: none"> <li>Identify opportunities to enhance systems and processes that improve scheduling, billing accuracy, and service responsiveness.</li> <li>Support initiatives aimed at improving data integrity, compliance, and reporting capability.</li> <li>Contribute feedback and ideas to team discussions and service planning initiatives.</li> </ul>
6. Other	<ul style="list-style-type: none"> <li>Any other reasonable duties as requested by the Billing &amp; Scheduling Manager.</li> </ul>

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## KEY SELECTION CRITERIA

Selection will be based on the skills, knowledge, past performance and personal attributes that are required for achieving the key accountabilities listed above. Demonstrated alignment with the organisation's values and the potential for future development will also be considered.

### Qualifications and Experience

- Experience in rostering and billing, within the disability services sector.
- Experience with NDIS Pricing Arrangements and award interpretation.
- Experience in customer service and stakeholder engagement.
- Experience in reporting.

### Skills and Knowledge

- A working knowledge of the NDIS pricing arrangements.
- A working knowledge of the Victorian Disability Services (NGO) Agreement 2023 and the Fair Work Act.
- Knowledge of statutory requirements relevant to work.
- Experience in quality assurance and compliance.
- Proficiency in Microsoft 365 Office Suite and other relevant software.
- Basic knowledge of the principles of human resource management.

### Personal Attributes

- Ability to set priorities, plan and organise own work and the work of any direct reports.
- Flexible, dependable and approachable.
- High accountability and integrity, including high personal standards and a proven ability to accept responsibility for your own actions and for those that you manage.
- Ability to enter, update, and maintain a range of data accurately and efficiently within specified timeframes, ensuring data integrity for operational purposes.
- High level of emotional intelligence and resilience.
- Positive, can do attitude, with sound judgement, especially when under pressure.

- Strong problem-solving and decision-making abilities.
- Works towards and contributes to a positive, productive and professional working environment.

### **Inherent Requirements of the Job**

#### **The successful applicant must:**

Hold or be willing to undertake/provide the following checks and supporting evidence (at the individual's expense), with an ongoing offer of employment being subject to a satisfactory result or provision;

- NDIS Worker Screening Check and Working with Children Check;
- International Police check (if necessary/required);
- Evidence of professional qualifications and current registrations;
- Evidence of Australian Working Visa (if relevant);
- Current Victorian Driver's License with valid Driver History Report.

#### **OH&S**

- Comply with all Alkira OH&S policies.

#### **Training**

- It is an inherent requirement of your role to attend training identified as mandatory by Alkira.

## **ALKIRA IS AN EQUAL OPPORTUNITY EMPLOYER**

#### **Acknowledgement**

I \_\_\_\_\_ confirm that I have read and understand this position description, and the responsibilities and requirements associated with this role.

Employee Signature:

Date: