

Human Resources

Position Description



Position Title:	Compliance and Operations Support Consultant
Responsible To:	National Operations Manager: NDIS
Location:	Service Delivery sites, as directed
Hours:	76 hours per fortnight but subject to Organisational requirements

Position Overview:

The Compliance and Operations Support Consultant provides high level administrative and operational support to the Organisation's NDIS program and Counselling services, with overall responsibility for maintaining the integrity and quality of operational processes, documentation, reporting systems and service records.

This role is the first point of contact for potential clients, Participants, families and representatives. The Compliance and Operations Support Consultant delivers responsive information whilst managing enquiries, ensuring support service access and coordination of activities is undertaken.

The role is responsible for supporting efficient business operations through the administration of billing processes, data management, reporting, quality assurance activities and system workflows. The Compliance and Operations Support Consultant provides operational data, identifies opportunities for improvement, develops work instructions and administrative procedures, to support the implementation of systems and process improvements for the NDIS and Counselling teams. This role is the central coordination point for all communications and administrative functions and provides guidance and support to NDIS and Counselling staff by contributing to continuous improvement, and assisting management to ensure consistent, efficient and high-quality services are delivered.

Personal Attributes:

You are a professionally mature and organised individual with strong interpersonal skills, initiative and sound judgement. You will have the ability to manage competing priorities and identify opportunities to improve efficiency of systems and processes. You have experience in building relationships with Participants and will work alongside their families, support networks, and communities. You are a problem-solver who can gather information to support informed decisions and adapt based on feedback. The Compliance and Operations Support Consultant will be able to work independently, within a team and have the ability to connect with people from diverse backgrounds and abilities. You are proactive and detail-oriented person who thrives on accuracy whilst being able to collaborate effectively with all key stakeholders to ensure positive operational and service outcomes.

Responsibilities:

The Compliance and Operations Support Consultant is responsible for:

- Managing and categorising referrals and (where required) coordinate Participant appointments with the NDIS and Counselling teams
- Providing professional, accurate, and timely support to Participants, families, and stakeholders via phone, in-person, or email
- Administering NDIS documents, including mandatory forms, such as Service Agreements and feedback surveys
- Leading and supporting compliance monitoring across the NDIS and Counselling teams ensuring they align with standard operating procedures to support all required Quality Assurance activities
- Providing training and guidance on compliance matters to NDIS and Counselling team members as required or identified
- Conducting quality reviews of NDIS and Counselling team records, documentation and operational processes to ensure compliance with NDIS Business Rules and Practice Standards, and Organisational policies and procedures
- Providing recommendations to management on quality assurance and administrative activities to maintain the Organisation's NDIS registration and Counselling compliance
- Supporting internal and external audits, reporting requirements and quality assurance activities and provide information to management to consider corrective actions and risk mitigation strategies
- Undertaking complex file reviews and audits to identify and minimise systemic and compliance risks
- Contributing to continuous improvement of systems to ensure the integrity of workflows and service delivery standards are maintained in line with the Organisations Quality Management System (QMS)

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- Assisting with the improvement and development of administrative systems, processes, and documentation to enhance efficiency including drafting work instructions, workflows, procedures and training NDIS staff
- Generating accurate and timely invoices for external Participant servicing and ensuring effective administrative processes.
- Having oversight of and managing the billing cycle and account activities, including monitoring claim outcomes and completing follow up actions
- Leading reconciliation of billing and payment records
- Investigating and resolving billing discrepancies in collaboration with relevant stakeholders
- Managing Aged Debtors including follow-up
- Managing and directing all incoming telephone calls and emails for the NDIS and Counselling teams in a professional and timely manner.
- Providing operational support to management as required
- Completing general office administration duties according to Organisational policies and procedures
- Collaborating professionally with peers, stakeholders, and Participants
- Maintaining confidentiality and ethical standards as per Organisational and regulatory requirements
- Providing and summarising operational data to assist management to identify trends impacting service quality, utilisation and compliance.
- Preparing and maintaining accurate operational, compliance, financial, and service utilisation records that will assist management to undertake NDIS quarterly reporting obligations and scheme data submissions
- Ensuring data integrity across all organisational systems and records
- Monitoring service activity trends, funding utilisation, and operational performance and summarising relevant information to management
- Participating in research activities and team meetings
- Promoting the NDIS and Counselling teams unique value proposition
- Any other duties as directed by management

Quality Standards, Regulations and Responsibilities:

The Compliance and Operations Support Consultant is responsible for ensuring compliance with the following regulations, standards, and codes:

- The Organisation's policies and procedures
- NDIS Practice Standards and Quality Indicators
- NDIS Code of Conduct
- The National Disability Insurance Scheme Act 2013
- The National Disability Insurance Scheme Rules
- National Standards for Disability Services (NSDS)
- Child Safe Environments Legislation
- Government authority contractual requirements
- Government authority Code of Practice and relevant service guarantees.
- Government authority complaints procedures
- The government authority agreement and guidelines
- ISO/IEC 27001:2013 Information Security Management System
- ISO:9001 Quality Management System
- The Organisations Work Health and Safety System
- Work Health and Safety Act 2012
- Appropriate authority regulations
- Relevant legal, professional, and ethical obligations
- NDIS and Counselling teams Service models

Qualifications:

- Experience in an administrative, quality assurance, or customer service role
- Holding or working towards a suitable qualification in a related discipline is highly desirable.

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Key Skills/Attributes

- Demonstrated ability to build strong relationships with Participants and work collaboratively with their families, support networks, advocates, and communities
- Strong understanding of compliance frameworks (NDIS preferred)
- Experience in finance administration, billing processes and reconciliations
- Highly developed time management, administrative, and organisational skills
- Exceptional eye for detail with strong verbal and written communication skills
- Understanding of cognitive behaviour therapy
- Demonstrated ability to effectively communicate at all levels with staff, management, and stakeholders
- Highly developed reflective listening skills
- An unwavering commitment to both evidence-based and ethical practice
- An impeccable reputation for honesty, trustworthiness, and integrity
- Excellent computer skills, including Microsoft suite, business systems, internet, and email
- Ability to manage multiple systems and competing priorities
- Ability to work independently and within a team environment
- Strong problem-solving, analytical and process improvement mindset
- Ability to generate and summarise operational data and summarise for business improvement

Desirable Skills/Attributes

- Experience in a similar role
- Working knowledge of NDIS systems, processes, service administration, and billing arrangements
- Experience with Splose or similar CRM
- Experience developing work instructions, administrative procedures, or training resources
- Experience supporting audits, quality assurance activities, or compliance monitoring

Additional Requirements:

- National Police Clearance
- NDIS Worker Screening Clearance prior to commencing employment
- Working with Children Check as per State legislation
- Completion of NDIS Worker Orientation Modules
- Involvement and participation in Organisational meetings and functions as required

Selection Criteria

- Proven ability to work as part of a dynamic team as well as operate autonomously
- Advanced communication, interpersonal, and negotiation skills
- Demonstrated ability to manage competing priorities and achieve deadlines in a fast-paced environment.
- Experience preparing and summarising data to assist management with analysing information and identifying opportunities for improvement
- Demonstrated ability to develop and maintain accurate administrative, financial, or operational records and reports
- A commitment to compliance with Organisational policies and procedures
- A commitment to continuous improvement in line with the principle of scientific practice
- A responsible attitude to matters of confidentiality, professionalism and ethical practice.