

Position Description

POSITION TITLE:	Accounts Payable / Data entry (Plan Management)
ACCOUNTABLE TO:	Plan Manager
PERIOD OF APPOINTMENT:	Fixed term contract for 2 years, subject to a 6-month probation period
HOURS OF EMPLOYMENT:	Part time, 22.5 hours per week – negotiable
CLASSIFICATION LEVEL:	Level 2 or 3 of the SCHADS Award, depending on qualifications and experience
LOCATION:	The position is based at our Coburg office, Suite 1, 95 Bell Street, Coburg, with some work from home available by negotiation.

Extended Families aims to provide a flexible family-friendly environment for staff. Actual starting and finishing times are flexible and can be negotiated.

ORGANISATIONAL CONTEXT:

Extended Families Australia facilitates positive connections between people within a community to provide support to children and young adults with disabilities and their families. Extended Families seeks to widen social networks, empower individuals, promote inclusion and strengthen the bonds people have within their local area. The organisation breaks down barriers by changing social attitudes and creating opportunities.

People with disabilities and their families who are supported by Extended Families have access to several flexible support options including support worker matching for social, recreational and respite support; support coordination; supported play groups; capacity building peer groups; and financial plan management.

Plan Management is a financial intermediary service and describes the processes of organising the financial and administrative aspects of the NDIS Plan on behalf of the Participant.

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Directly reports to the Plan Manager and ultimately to the CEO of Extended Families.
Direct Reports:	NIL

Internal Relationships:	The position will work closely with the Plan Management Team and will work with staff across the whole organisation
External Relationships:	There may be occasional contact with external parties to resolve queries.

PRINCIPAL ROLES AND ACCOUNTABILITIES:

The Accounts Payable / Data entry employee will be responsible for the daily processing of large amounts of data both accurately and efficiently, using a CRM. As part of our Plan Management service, the position is also responsible for maintaining a range of related plan management administrative functions.

The following skills are required:

- Bookkeeping / accounting knowledge and experience
- Preferably bi-lingual English and Mandarin but not essential
- Strong attention to detail
- Strong data entry and admin skills
- High IT literacy with experience in Microsoft 365 applications
- Demonstrated ability to learn quickly
- Excellent problem-solving skills
- Demonstrated ability to communicate effectively in the team
- A pro-active and flexible team attitude
- Excellent inter-personal and communication skills
- Ability to maintain concentration for prolonged periods and maintain performance.

The following skills are strongly preferred:

- Previous experience in NDIS Plan Management
- Knowledge of the NDIS line items, budget categories and pricing guide

DUTIES AND RESPONSIBILITIES:

Plan Management:

- Managing and processing Plan Management system data entry
- Maintaining and monitoring data spreadsheets
- Maintaining sound knowledge of the NDIS, the NDIS Price Guide and Plan Management
- Record keeping and assisting with this process
- Responding to phone and email enquiries in a professional, friendly and timely manner
- Assisting and supporting the Plan Manager in Plan Management processes as well as other tasks and duties as required

Organisational Responsibilities:

- Work within a team environment
- Contribute to continuous improvement
- Work within legal and ethical frameworks
- Promote the aims and values of Extended Families.

ADDITIONAL INFORMATION:

Equal Opportunity

Extended Families Australia is an equal opportunity employer.

Inclusion and Diversity

Extended Families welcomes the rich diversity of our community and strives to be inclusive for all. As an equal opportunity employer, we promote social inclusion and encourage applications from people with disabilities, Aboriginal and Torres Strait Islander people, those from all cultural backgrounds, and people from the LGBTIQ+ community.

Extended Families wholeheartedly commits to creating a culturally safe environment that honours and empowers Aboriginal and Torres Strait Islander children and adults, actively opposes racism, and ensures their full participation and well-being within our organisation. We acknowledge Aboriginal and Torres Strait Islander peoples as the first inhabitants of this nation and the Traditional Custodians of the lands where we live, learn and work.

Child Safety

Extended Families is committed to ensuring the safety, wellbeing, and empowerment of all children. Discrimination is not tolerated, and we treat every child with dignity and respect.

Zero Tolerance

Extended Families maintains a zero-tolerance policy against abuse directed at people with disabilities. Our commitment is reflected by taking proactive measures to empower all staff with the skills to identify, prevent, and respond to all forms of abuse, neglect, and harm.

Date created	24/09/2025
Approved by	Graeme West, CEO
Date of Approval	08/10/2025

ACCEPTANCE OF POSITION DESCRIPTION

I have read, understood and accept the above position description. I acknowledge that the statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive.		
Name	Signature	Date