



Plan Manager

Employment status	Permanent
Leap in! team	Customer Contact Centre
Reports to	Customer Contact Centre Team Leader
Business division	Customer Experience

The details.

The bigger picture.

Leap in! is Australia's leading NDIS plan manager, supporting thousands of Australians across the country. As a business driven by purpose, we put people first to deliver a uniquely differentiated plan management service for our customers.

Our mission is to help people with a disability to live their best life and our plan management service supports people with disabilities to navigate the NDIS and delivers real connections and positive outcomes.

What you'll be doing.

- Guide and assist Leap in! customers (Members) to understand and align with the NDIS guidelines for expenditure, including advice on what NDIS supports may/may not be claimed.
- Support and coach Members to understand their NDIS plans and ensure services are aligned with their plan goals.
- Resolve Member and service provider issues and invoice discrepancies.
- Liaise directly with the Leap in! Customer Accounts Team to ensure invoices are paid in a timely manner.
- Manage incoming telephone, email and general correspondence.
- Relay accurate content to our CRM system (ServiceNow), Leap in! App and internal systems.
- Data entry and processing of provider invoices and client reimbursements as required)
- Follow up on Member, Plan Nominee, Support Coordinator and service provider queries.
- Escalate and respond to urgent Member queries and matters with appropriate urgency, empathy and professionalism.
- Provide general information on NDIS requirements/eligibility.
- Sign up new Members to the Leap in! plan management service.
- Support new Members and/or their plan nominees with their transition to the NDIS.
- Look for opportunities to streamline services and find efficiencies.

- Build relationships and partnerships with key stakeholders (including initiating three-way conversations with Members and the NDIA/other government agencies as appropriate to Member's needs).
- Maintain an understanding of Leap in! operational standards as well as applicable policies and procedures including NDIS compliance, confidentiality and client rights.
- Contribute to new initiatives, quality and activities as part of a continuous improvement process in your own work, team, Customer Experience Division and across the Leap in! business.
- Attend network expos and other important relationship-building events (from time to time as available).

As a member of the team, you will be involved in

- Weekly team meetings.
- Quality assurance and continuous improvement processes.
- Professional development activities to maintain and develop contemporary knowledge and skills relevant to the role.

What does success look like?

- You're meeting KPIs in the areas of adherence, quality, and completion of training (supporting your personal learning and development pathway).
- You've developed positive and proactive relationships with your team and across the Leap in! Customer Accounts teams.
- You support and contribute to our Leap in! culture and values.

You'll be working closely with...

Internal

Team of Plan Managers
 New Member & Retention Teams
 Customer Contact Centre Team Leaders
 Customer Contact Centre Manager
 Agency
 Chief Customer Officer
 Leap in! Marketing, Operations, IT & Finance teams

External

Leap in! Members
 Support Coordinators
 Disability Supports Providers
 National Disability Insurance Agency

What you'll bring to the role.

You have...

- High level of customer service experience
- Warm and engaging telephone manner and presentation
- Ability to prioritise, organise and demonstrate initiative
- Ability to exercise empathy, understanding and confidentiality at all times
- Ability to work with a diverse range of customers and stakeholders, including people living with a disability, cultural diversity and language other than English, and be able to adjust ways of working to support best-practice inclusion and accessibility

- Exceptional communication skills (clear and concise written and verbal communication)
- Strong attention to detail
- Working knowledge of the National Disability Insurance Scheme Act 2013
- You may be required to undertake additional hours of work on an ad hoc basis

You're

- Positive with a can-do and solutions focused attitude
- Persistent and resilient
- Adaptable
- Hold a modern view of disability
- Looking for a role that has passion and purpose underpinned by commercial thinking.

Supporting checks.

Employment with Leap in! is subject to satisfactory background checks which include:

- National Police Check
- NDIS Worker Screening Clearance & Blue Card
- Reference Checks

Candidates will only be considered for the position if they hold or are eligible for a Working with Children Card (Blue Card), or a Disability Worker Screening Card (Yellow Card). Applicants cannot commence work until these cards are received and verified.

Please note that if you are a restricted person under child safety legislation you will not be eligible for this position.

About Leap in!

We run an innovative service model that simplifies the NDIS for our Members. Through information, strategies, connections and unique Member benefits, we enable people with disabilities to make the most of the Scheme and to live their best life.

Leap in! was established in late 2017. Sharing a common cultural foundation, our team of 100 continues to grow as we deliver plan management services to over 12,000 Members nationally.

We're very proud of our diverse and inclusive culture. Our Members come from all walks of life and so do we. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes us stronger as an organisation. If you share our values and our enthusiasm for customer experience excellence, you'll be at home at Leap in!.

We are proud founding members of the Inclusive Employment Movement and are committed to ensuring that we are a Child-Safe, Child-Friendly organisation.

We offer...

- An opportunity to play a key role in our growing business driven by purpose.
- Ongoing development and career advancement opportunities.
- Working within an organisation that has a positive impact in the Disability community

Our Cultural Foundations.

We take responsibility.

We show up for ourselves, our team and the business. Together, we create Leap in!'s success.

We have a growth mindset.

We're curious, and we're all part of the solution. We each have the power to make a difference.

We put customers at the centre of everything we do.

Our customers' happiness is our success. We're committed to making a difference in their lives.

We're passionate and driven.

We're agile and always looking for a better way. We are high performers.

We walk the talk.

We take our work seriously. We're good humans doing good in the world.