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| **Position Title** | Administration Assistant – Finance – Accounts Receivable |
| **Position Number** | N5520 |
| **Department** | Finance |
| **Classification** | HS1A – Administration Grade 1A |
| **Agreement** | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025 |
| **Reports to:** | Finance Manager |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

To provide administrative and clerical support to ensure the smooth functioning of the Finance functions of EGHS by driving effective business relationships with all areas of the organisation.

**Department / Unit Specific Overview**

The Finance department provides technical support to all other departments within the organisation with respect to financial transactions. Major areas of focus are processing payments and raising invoices, as well as reconciling subsidiary ledgers. The department also provides data analytics and reporting for decision making to the Executive Team and the Board of Management, plus a wide range of compliance reporting. Members from the Finance Department are encouraged to be involved with regional groups and support initiatives that relate to finance or the systems we use.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.

**Our Vision**

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

**Our Purpose**

To meet people’s health needs through leadership, strong partnerships and wise use of resources.

**Strategic Actions**

See [Strategic Plan 2023 – 2027](https://intranet.eghs.net.au/Files/Publications/EGHS%206pp%20DL%20Strategic%20Plan%20(2023-27).pdf).

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY,%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

[Child Safe – SOPP 57.24](https://intranet.eghs.net.au/Files/Policies/CHILD%20SAFE%20-%20SOPP%2057.24.pdf#search=57%2E24)

* Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
* Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

* Provide professional and effective level administrative support to the Finance department and the larger organisation.
* Drive effective internal and external business relationships using superior communication skills and collaborative practice
* Apply critical thinking to all parts of the finance process to facilitate ongoing service improvements
* Present a positive and friendly image for the Finance Department and deal with people in a manner reflective of EGHS values
* The Accounts Receivable role includes:
  + Sundry Billing
  + Cash Management and Debt Recovery
  + Subsidiary system billing / reporting
  + Reception support
  + End of Month actuals reconciliation
  + Reconciliation of Balance sheet items
* Any other tasks or requirements as requested by the Manager – Finance Services

**Key Performance Indicators**

* Provision of timely and accurate reports to managers and employees
* Positive feedback on administration service provision from internal and external stakeholders

Key Selection Criteria

**Essential Criteria:**

1. Capacity to work as a member of a small finance team in a busy office environment
2. Motivated, able to work in a team environment
3. Excellent communication, negotiation, organisational and time management skills
4. Able to communicate effectively to a wide range of people including staff, visitors, patients and residents and the wider community
5. Commitment to quality, best practice and environmental safety
6. Demonstrated written and computer skills at the level required to fulfil this position
7. Experience in Customer Service
8. Basic knowledge of financial practises

Must comply to having or completion of:

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* Immunisation requirements (annually)

**Acknowledgement**

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| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature | Date |
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| Developed Date (MM,YY) |  |
| Developed By Name |  |
| Developed by Title |  |