

# East Wimmera Health Service

## Position Description

**Position Title: Accounts Officer**

**Classification:** Administrative HS 1

**Responsible To:** Assistant Accountant

**Salary and Conditions:** In accordance with Health and Allied Services – Public Sector Victoria – Consolidated Award 1998 and relevant certified agreement

### POSITION SUMMARY

To assist in the provision and maintenance of high quality health services, by processing of billing data, management of debtors and processing of Health Service statistics.

### KEY SELECTION CRITERIA

Essential knowledge, skills and aptitudes.

- Demonstrate skill with, and understanding of, accounts payable, receivable and general ledger.
- Demonstrated ability to plan and organize to achieve established goals and priorities in work practice.
- Demonstrated ability to work independently and as part of a team.
- Demonstrated ability to communicate effectively with a diverse range of internal and external clients.
- Good computer skills, particularly Microsoft Excel.
- Capacity to gain an understanding of policy and procedures relating to Finance Services.
- Capacity to gain knowledge of legislation relevant to the position.
- Understanding of and ability to maintain confidentiality.
- Ability to perform in an environment of change.

### OTHER SELECTION CRITERIA

Desirable knowledge, skills and aptitudes.

- Progression towards a tertiary qualification in accounting or a related field

### Key Result Area: Accounts Receivable and General Ledger

Contribute to the effective delivery of accounts payable services across the Health Service

Major Action	Performance Indicator
Process General Ledger journals	<ul style="list-style-type: none"><li>• Monthly journals processed</li></ul>
Aged Care Contracts	<ul style="list-style-type: none"><li>• Timely &amp; accurate preparation of contracts</li></ul>
Collection and processing of billing data. Monthly processing of statistics.	<ul style="list-style-type: none"><li>• Monthly Accounts raised</li><li>• PRS2 data processed</li><li>• Monthly statistics processed</li></ul>
Maintain register of all EWHS debtors.	<ul style="list-style-type: none"><li>• Register is accessible, accurate and up-to-date accessible to authorised staff.</li></ul>
Create and distribute reports to internal customers and external agencies.	<ul style="list-style-type: none"><li>• Reports provided according to timelines.</li></ul>
Reconcile statements and outstanding invoices. Collection of accounts.	<ul style="list-style-type: none"><li>• Monthly reconciliation completed</li><li>• Aged Debtors report actioned and debt collection action taken in accordance with EWHS Policy and Procedure.</li></ul>

### **Key Result Area: INFORMATION MANAGEMENT**

Ensure systems and processes for the management of information are established and adhered to.

<b>Major Action</b>	<b>Performance Indicator</b>
Assist to develop and maintain procedures for systematic retention, retrieval, transfer and disposal of accounts receivable records, in accordance with statutory requirements.	<ul style="list-style-type: none"><li>• Records are managed in accordance with statutory requirements.</li></ul>
Ensure that Departmental Manuals and other like documents are kept up-to-date.	<ul style="list-style-type: none"><li>• Manuals are current and accessible to staff.</li></ul>

### **Key Result Area: TEAM WORK**

Function as a team member consistent with the policies and procedures of the Health Service.

<b>Major Action</b>	<b>Performance Indicator</b>
Achieve team work through effective collaboration and communication processes. Recognise the roles of, and collaborate with team members in the wider health care team.	<ul style="list-style-type: none"><li>• Team objectives achieved.</li><li>• Team member roles and responsibilities recognised.</li><li>• Feedback indicates collaboration and communication with all team members is open and effective.</li></ul>
Complete delegated tasks effectively and appropriately. Recognise and seek assistance from other staff members when tasks fall outside of ability.	<ul style="list-style-type: none"><li>• Delegated tasks achieved in accordance with guidelines and procedures.</li><li>• Function within ability and scope of practice is achieved.</li><li>• Appropriate assistance sought.</li></ul>
Contribute to the orientation and welcoming of new staff to the department and the team.	<ul style="list-style-type: none"><li>• Feedback indicates contributions made are effective.</li><li>• All new staff orientated effectively and feel welcome.</li></ul>
Contribute to multi-campus teams through committee membership or supporting colleagues fulfilling committee membership.	<ul style="list-style-type: none"><li>• Contributions are constructive and effective.</li></ul>

### **Key Result Area: IMPROVING PERFORMANCE (CQI)**

Contribute to quality service delivered to customers through Continuous Quality Improvement (CQI) activities.

<b>Major Action</b>	<b>Performance Indicator</b>
Actively contribute to improving performance.	<ul style="list-style-type: none"><li>• CQI documents indicate involvement in CQI activities.</li></ul>
Implement Accreditation Standards and other relevant Standards within the department.	<ul style="list-style-type: none"><li>• Accreditation Standards and other relevant Standards are met on a daily basis.</li><li>• Awareness and understanding of relevant standards and accreditation processes demonstrated.</li></ul>
Contribute to the implementation and evaluation of quality systems.	<ul style="list-style-type: none"><li>• CQI forms indicate involvement in the process.</li></ul>

### **Key Result Area: CUSTOMER RELATIONS**

Ensure high standard of customer service is maintained.

<b>Major Action</b>	<b>Performance Indicator</b>
Facilitate and maintain effective communication with internal and external customers	<ul style="list-style-type: none"><li>• Feedback indicates communication is appropriate and effective at all levels.</li></ul>
Identifies and reports to manager ways to improve service delivery to customers.	<ul style="list-style-type: none"><li>• Customer service is actively promoted within the department.</li></ul>
Liaise with other members of the health care team as part of day to day activity.	<ul style="list-style-type: none"><li>• Feedback indicates communication is appropriate and effective.</li></ul>

### **Key Result Area: REGULATORY COMPLIANCE**

Ensure compliance with all relevant legislation, regulatory requirements, standards and guidelines.

<b>Major Action</b>	<b>Performance Indicator</b>
Ensure all accounts payable activities are performed in accordance with relevant legislation and professional standards.	<ul style="list-style-type: none"><li>• Compliance is achieved.</li></ul>
Completion of annual mandatory requirements: ➤ Fire and Evacuation	<ul style="list-style-type: none"><li>• Annual compliance achieved and documented.</li></ul>

Implement the standards of health and safety and comply with OH&S legislative employee requirements.	<ul style="list-style-type: none"> <li>• Health and safety of self and others is maintained.</li> <li>• Compliance with employee OH&amp;S requirements is achieved.</li> </ul>
Report work place injuries to Manager/Campus Manager. Work effectively with staff on return to work programs.	<ul style="list-style-type: none"> <li>• Workplace injuries are reported and documented.</li> <li>• Work undertaken with staff returning to work is effective.</li> </ul>
Ensure EWHS policy and procedures are implemented.	<ul style="list-style-type: none"> <li>• EWHS policies and procedures are adhered to and implemented effectively by self.</li> </ul>
Acts to maintain infection control standards. Undertakes relevant infection control activities.	<ul style="list-style-type: none"> <li>• Infection Control standards are maintained.</li> <li>• Campus infection control activities are achieved.</li> </ul>
Comply with all employee relations legislation and EWHS Code of Conduct requirements. Report breaches to Manager/Campus Manager.	<ul style="list-style-type: none"> <li>• Employee relations legislation and EWHS Code of Conduct requirements are maintained.</li> <li>• Concerns/breaches are reported promptly.</li> </ul>

### **Key Result Area: PROFESSIONAL/PERSONAL DEVELOPMENT**

Commit to ongoing education and professional development

<b>Major Action</b>	<b>Performance Indicator</b>
Identify own learning and development needs, actively pursue and participate in relevant educational programs and personal development activities.	<ul style="list-style-type: none"> <li>• Participation in learning and development activities relevant to needs.</li> <li>• Active participation in annual appraisal.</li> </ul>
Maintain current knowledge and skills relevant to the position.	<ul style="list-style-type: none"> <li>• Current knowledge demonstrated.</li> </ul>

### **EMPLOYEE OBLIGATIONS**

The employee is required to maintain strict confidentiality with reference to all matters pertaining to patients/residents within the Health Service and without. Failure to observe this requirement may be regarded as misconduct warranting termination and incurring liability to penalty pursuant to Section 141 of the Health Services Act 1988.

The employee is required to take all reasonable care to ensure personal safety of others who may be affected by the acts or omissions of the employee in the workplace. (Occupational Health and Safety Act, Clause 25). The employee is required to participate in all safety programs as required by the Health Service.

East Wimmera Health Service Identification Badge must be worn at all times whilst on duty. This remains the property of the organisation and must be returned to the Pay Officer on termination of employment.

The employee is required to participate in the Continuous Quality Improvement Program to encourage excellence of care and cost containment within the Health Service.

The employee is required to adhere to EWHS Code of Conduct.

### **PERFORMANCE APPRAISAL**

A self-appraisal of professional work performance will be completed after the first six months of service and then annually. Self-appraisal to be discussed with/conducted by Finance Manager

<p><i>Employee's Name:</i></p> <p><i>Employee's Signature:</i></p> <p><i>Date:</i></p>
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<p><i>Manager's Signature:</i></p> <p><i>Position Title:</i></p> <p><i>Date:</i></p>
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