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| Position: | Aged Care Services – Accounts & Administration Officer |
| Reports To: | Aged Care Services Manager |
| Award: | Health & Allied Services, Managers & Administrative Officers Enterprise Agreement |
| Minimum Qualifications: | Administration and or accounts qualifications preferred and/or years of experience in aged care. |

Organisational Mission, Vision and Values:

Our Vision

Creating healthier communities

Our Mission

To support our community's physical, mental and social wellbeing by:

- Providing safe, high quality and innovative services
- Building enduring partnerships; and
- Delivering customer service excellence.

Our Values

Integrity

- We will be open and honest and will do the right thing for the right reason.

Innovation

- We will be an industry leader by breaking new ground and improving the way things are done.

Collaboration

- We will actively work together in teams and partnerships.

Accountability

- We will take personal responsibility for our decisions and actions.

Respect

- We will value all peoples' opinions and contributions.

Empathy

- We will endeavour to understand other peoples' feelings and perspectives.

Primary Objectives:

- To perform all billing functions, associated accounts reconciliation and administrative support for Aged Care Services
- To provide customer centred service to residents, clients and /or their representative, members of the public and staff
- To perform duties in a professional and confidential manner

Duties and Responsibilities:

1. CUSTOMER SERVICE

- Provide customer service excellence and addresses client complaints within area of responsibility
- Act in a professional manner at all times and when dealing with internal and external clients
- Assist clients, residents, their families and other WDHS staff regarding accounts
- Collaborate with WDHS departments/units, health service aged care services and facilities
- Display professional telephone etiquette when dealing with internal and external customers

- Positively promote the organisation both internally and externally

2. ADMINISTRATION AND DOCUMENTATION

- Raise invoices based on the fees determined in customer agreements for RAC, HCP and, ILU
- Reconcile and manage invoice process for Home Care Packages, Independent Living Units and other areas for Aged Care Services
- Follow up outstanding invoices where appropriate for RAC, HCP and ILU
- Monitor and report Key Performance Indicators (KPI's), with escalation of issues as required
- Upload information to Medicare and other government systems
- Undertake administrative support as requested by DONs and Aged Care Services team
- Filing and document management of Resident Agreements and other documents
- Ensure all documentation is accurate and completed in a professional and timely manner
- Record and take minutes of meetings as requested
- Help prepare project proposals, timeframes, schedules, budgets and funding submissions
- Manage all ILU fee schedules, ILU Tenancy agreements and billing

3. TECHNICAL SKILLS AND APPLICATION

- Demonstrate knowledge in the use of Microsoft products and a willingness to be trained in the use of software programs as required
- Utilise and assist with implementation of systems and technology to improve aged care services

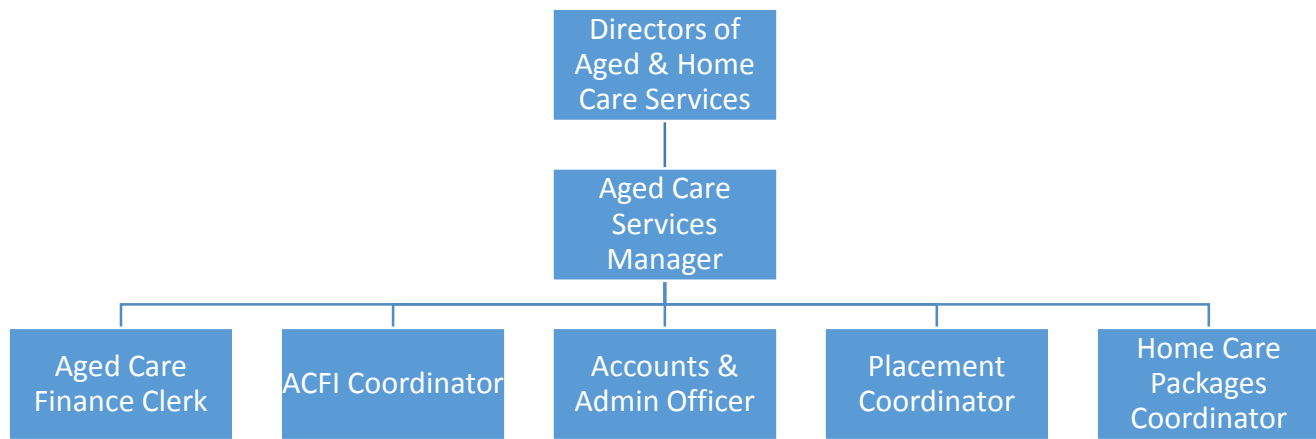
4. TEAM WORK AND COMMUNICATION

- Ensure knowledge-sharing, multiskilling, leave coverage and teamwork is implemented for the aged care services team
- Participate in regular aged care service meetings with relevant staff for the purpose of communication, training, networking and the development of best practice aged care service initiatives.
- Work with WDHS aged care personnel to meet occupancy targets and other key performance indicators

5. PERSONAL AND PROFESSIONAL DEVELOPMENT

- Display an ability to work independently and as part of the team
- Demonstrate competency and professionalism at all times in the performance of financial and administrative functions
- Display commitment to ongoing learning and sharing of knowledge
- Develop, implement and continuously improve standard processes and practices
- Provide on the job training and support to other staff
- Assist in development of policies and procedures in line with industry practice, standards and legislation.
- Implement and monitor policies and procedures within area of responsibility
- Create and maintain documentation, plans and reports
- Other duties within knowledge, experience and skill level

Reporting Relationships



Occupational Health and Safety Responsibilities

All Western District Health Service employees share responsibility for occupational health and safety, (OH&S) with specific responsibilities and accountabilities allocated to positions within the organisational structure. Any employee who fails to meet his/her obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including, dismissal.

Employees have a responsibility to comply with all relevant WDHS OH&S management system Policies, Procedures and programs. This includes the WDHS Injury Management Program.

Employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved standards and Procedures that apply to their activities and check with their Manager when they have any doubts concerning potential hazards.

Employees have a responsibility for:

- Looking after their own health and safety and those of others in the workplace;
- Follow safe work practices and use personal protective equipment as required;
- Participate in OH&S consultation and OH&S training initiatives;
- Report any accidents, incidents, injuries “near misses”, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions;
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities;
- Don’t wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk;
- Performing only those tasks for which they have received appropriate training and instruction;
- Ensuring that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace;
- Participate in emergency evacuation exercises.

INHERENT PHYSICAL REQUIREMENTS:

Western District Health Service has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others. The role may require the following tasks among other things:

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| <p>1 Nursing / Patient Care Role</p> <ul style="list-style-type: none"> ▪ manual handling (pushing, pulling equipment) ▪ general patient handling and clinical nursing duties ▪ sitting, standing, bending, reaching, holding ▪ pushing pulling trolleys and equipment ▪ general clerical, administration work, computer work ▪ use of personal protective equipment and handling ▪ handling general and infectious waste, ▪ shift work in most roles | <p>2. Maintenance / Hotel Services Staff Role</p> <ul style="list-style-type: none"> ▪ generic maintenance work, working at heights ▪ generic out door work / pushing, pulling trolleys ▪ sitting, standing, bending, reaching, holding ▪ computer work ▪ general clerical, computer and some admin work ▪ use of personal protective equipment and handling ▪ handling general and or infectious waste, ▪ shift work in some roles | <p>3 Clerical / Administration Role</p> <ul style="list-style-type: none"> ▪ sitting, standing, bending, reaching, holding ▪ computer work, data entry ▪ general clerical at varying levels , ▪ use of personal protective equipment ▪ handling general waste ▪ pushing and pulling trolleys / filing, ▪ shift work in some roles |
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Other Requirements

- Current driver's licence is required for this role
- Some after-hours work may be required in this position

Note to all employees

- You must work within the policies, procedures and guidelines of WDHS
- You must participate in the WDHS integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleagues.
- You must ensure that the affairs of WDHS, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of WDHS.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- A Performance Review will occur within three (3) months of commencement, then annually taking account of the key roles and responsibilities outlined in this Position Description. In addition to reviewing performance (individual and work team), the annual meeting provides an opportunity to ensure role clarity, revise key performance activities/measure and set development objectives and goals for the year ahead.

| APPROVALS | Name | Signature | Date |
|------------------|------|-----------|------|
| Divisional Head: | | | |
| Department Head: | | | |
| Employee: | | | |

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| Position code: <i>People, Culture & Development Department use only</i> | N_ACSAAO_JD01 |
| Date revised: <i>People, Culture & Development use only</i> | Jul 2019 |

When revised please forward electronic copy to:
People, Culture & Development Department [email: people.culture@wdhs.net](mailto:people.culture@wdhs.net)