

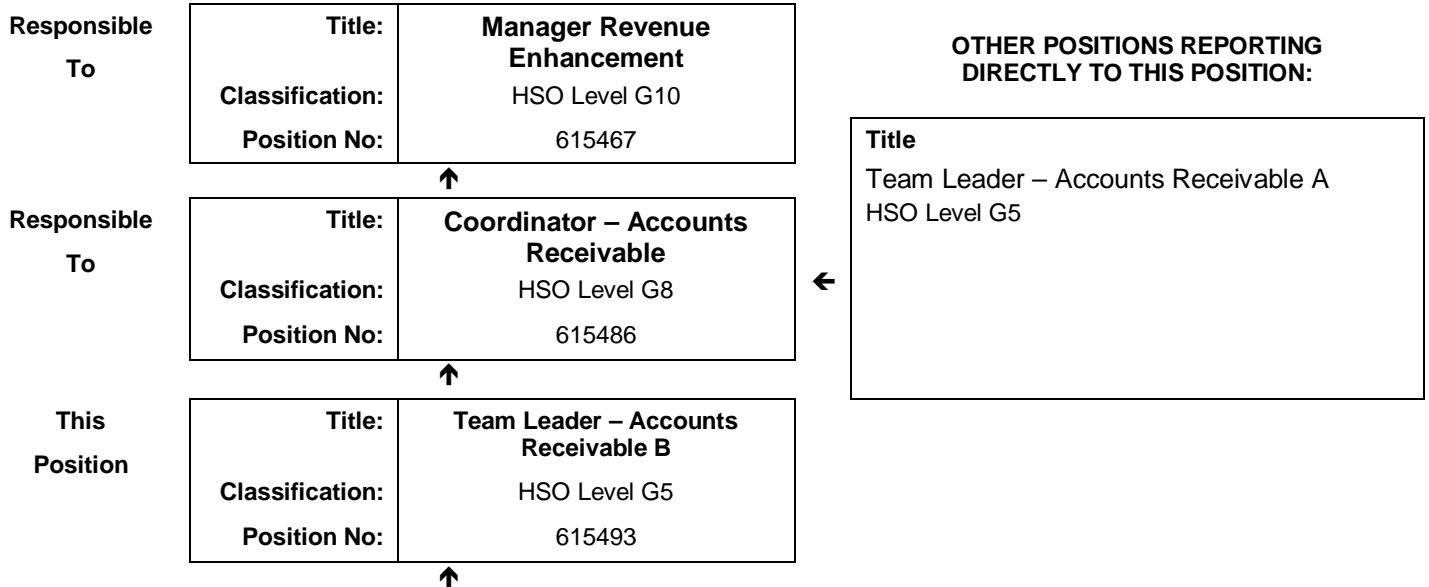


## JOB DESCRIPTION FORM

### Section 1 – POSITION IDENTIFICATION

<b>WA COUNTRY HEALTH SERVICES</b>		<b>Position No:</b>	615493
<b>Division:</b>	Central Office	<b>Title:</b>	<b>Team Leader – Accounts Receivable B</b>
<b>Branch:</b>	Business Services	<b>Classification:</b>	HSO Level G5
<b>Section:</b>	Finance	<b>Award/Agreement</b>	Health Salaried Officers Agreement

### Section 2 – POSITION RELATIONSHIPS



<b>Positions under direct supervision:</b>	<b>← Other positions under control:</b>								
<table border="1"> <thead> <tr> <th>Position No.</th> <th>Title</th> <th>Level</th> </tr> </thead> <tbody> <tr> <td>615498</td> <td>8 x Accounts Receivable Officer</td> <td>Level 3</td> </tr> </tbody> </table>	Position No.	Title	Level	615498	8 x Accounts Receivable Officer	Level 3	<table border="1"> <thead> <tr> <th>Category</th> <th>Number</th> </tr> </thead> <tbody> </tbody> </table>	Category	Number
Position No.	Title	Level							
615498	8 x Accounts Receivable Officer	Level 3							
Category	Number								

### Section 3 – KEY RESPONSIBILITIES

Assists the Coordinator – Accounts Receivable with the operation of the Accounts Receivable transactional services team.

TITLE	Team Leader – Accounts Receivable B	POSITION NO	615493
		CLASSIFICATION	HSO Level G5



The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State’s major maternity hospital – and 40% of the State’s emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staff work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

**OUR PURPOSE – What we are here to do**

WACHS improves country people’s health and well-being through access to quality services and by supporting people to look after their own health.

**OUR STRATEGIC DIRECTIONS TO 2018**

1. Improving health the experience of care
2. Valuing consumers, staff and partnerships
3. Governance, performance and sustainable services

**OUR GUIDING PRINCIPLES**

Consumers first in all we do Safe, high quality services and information at all times Care closer to home where safe and viable. Evidence based services

Partnerships and collaboration

**OUR VALUES**

**Community** – making a difference through teamwork, cooperation, a ‘can do’ attitude and country hospitality.

**Compassion** – listening and caring with empathy, respect, courtesy and kindness.

**Quality** – creating a quality health care experience for every consumer, continual improvement, innovation and learning.

**Integrity** – accountability, honesty and professional, ethical conduct in all that we do.

**Justice** – valuing diversity, achieving health equality, cultural respect and a fair share for all.

<b>TITLE</b>	<b>Team Leader – Accounts Receivable B</b>	<b>POSITION NO</b>	615493
		<b>CLASSIFICATION</b>	HSO Level G5

#### Section 4 – STATEMENT OF DUTIES

<b>Duty No.</b>	<b>Details</b>	<b>Freq.</b>	<b>%</b>
<b>1.0</b>	<b>SUPERVISION</b>		
1.1	Supervises the team providing support, direction and training on relevant systems and tools.		
1.2	Support performance development activities for staff within the team.		
1.3	Monitor workflow and contact management systems and deploy team resources to maintain service levels as required.		
<b>2.0</b>	<b>PARTICIPATION</b>		
2.1	Assists in developing plans and systems to support the achievement of organisational obligations and objectives.		
2.2	Implement strategies to support quality and service improvements.		
2.3	Maintains a client focus on service delivery including client contact management, system improvements and quality assurance and improvement.		
2.4	Undertakes all duties in accordance with the Code of Conduct, Code of Ethics, Occupational Safety and Health, and Equal Opportunity legislation and any other relevant policies and procedures.		
2.5	Assists in performing quality improvement and performance management activities.		
2.6	Participates in and leads cross-functional project teams within HCN to develop and deliver improved services and systems.		
2.7	Represents the Finance Directorate and HCN, as required, on committees and working parties.		
<b>3.0</b>	<b>SPECIALIST SERVICES</b>		
3.1	Assists the Coordinator Accounts Receivable with coordinating the provision of Accounts Receivable services in WACHS.		
3.2	Liaises with stakeholders, clients, patients and debtors at all levels.		
3.3	Investigates and responds to complex revenue issues and enquiries as required.		
3.4	Organises the compliance and validation activities for the WACHS Patient Billing and Revenue Collection Enterprise system.		
3.5	Monitors quality control and audit checks and initiates corrective action.		
3.6	Performs Oracle 11i system testing, issues management and month-end reconciliations, including all system controller tasks and reconciling revenue subsidiary ledgers to the General Ledger.		
<b>4.0</b>	<b>OTHER</b>		
4.1	Participates in the annual review of fees and charges.		
4.2	Undertakes project work as required.		
4.3	Performs other duties as required.		
	The occupant of this position will be expected to comply with and demonstrate a positive commitment to the WACHS values and the highest achievement in demonstrating positive commitment to Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.		

<b>TITLE</b>	<b>Team Leader – Accounts Receivable B</b>	<b>POSITION NO</b>	615493
		<b>CLASSIFICATION</b>	HSO Level G5

**Section 5 – SELECTION CRITERIA**

**ESSENTIAL**

1. Extensive accounts receivable experience within a large and complex organisation.
2. Well-developed communication and interpersonal skills, relevant to telephone based customer contact systems.
3. Demonstrated team management skills and the ability to work effectively in a team environment.
4. Well-developed planning, analytical, problem solving and organisation skills, and the ability to apply these skills in a complex, multi-faceted organisation.
5. Demonstrated initiative in implementing new procedures and work practices.
6. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

**DESIRABLE**

1. Experience in a health service support function, e.g. patient accounting.

**Section 6 – APPOINTMENT FACTORS**

<b>Location</b>	Bunbury	<b>Accommodation</b>	As determined by the WA Country Health Service Policy
<b>Allowances/ Appointment Conditions</b>	Appointment is subject to: <ul style="list-style-type: none"> <li>• Completion of a 100 point identification check</li> <li>• Successful Criminal Record Screening clearance</li> <li>• Successful Pre- Placement Health Screening clearance</li> </ul>		
<b>Specialised equipment operated</b>			

**Section 7 – CERTIFICATION**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature and Date: \_\_\_\_\_  
**Executive Director Business Services**

Signature and Date: \_\_\_\_\_  
**Chief Executive**

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date Signed

