



HSS REGISTERED

Coordinator Accounts Receivable - Collections and Sundry Debts

Health Salaried Officers Agreement: G7

Position Number: 603233

Finance / Finance & Infrastructure

East Metropolitan Health Service

Reporting Relationships

Director Finance
HSO G12
Position Number: 602771



Manager Accounts Receivable
HSO G10
Position Number 603229



This Position



Directly reporting to this position:

Title	Classification	FTE
• Team Leader	HSO, G5	1.00

Also reporting to this supervisor:

- Team Leader (Revenue Generation and Cashiers), HSO G7, 1.00FTE



Key Responsibilities

Coordinates the operations of the collections and sundry debts team within the Accounts Receivable function. Monitors performance of services and service delivery and takes appropriate remedial action. Manages internal and external stakeholder interfaces and relationships, including resolution of issues. Provides advice and guidance to the team on Accounts Receivable matters.

EMHS Vision and Values

Our Vision

*Healthy people, amazing care.
Koorda moort, moorditj kwabadak.*

Healthy people refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

Brief Summary of Duties

1. Business Development and Change Management

- Assists the Manager Accounts Receivable in the development of plans and systems to support the achievement of the accounts receivable function's goals and objectives,
- Assists in the development and implementation of change management strategies to support the improvement and enhancement of services and the delivery of services by staff in the accounts receivable function.
- Responsible for monitoring performance against team performance indicators and implementing changes in processes or systems to remediate and resolve issues.

2. Leadership and Management

- Provides advice on matters related to services, programs and policies related to the specific areas of the collections and sundry debt team,
- Monitors staff resources, and assists with resource planning to maintain processing workflows, coordinates leave and leave relief and assists in recruitment and selection for the collections and sundry debt team,
- Undertakes performance development activities for collections and sundry debt staff and participates in performance development planning for the accounts receivable function,
- Ensures compliance with Codes of Conduct, Codes of Ethics, OSH and EO legislation

3. Participation

- Maintains a focus on service delivery including internal and external stakeholder engagement and contact, and implementation of service and system improvements to ensure the delivery of positive customer focussed outcomes, and promote the accounts receivable function and capabilities,
- Participates in project teams as required to develop and deliver improved services and systems.
- Participates in quality improvement and performance development activities on a personal basis.
- As required represents the EMHS accounts receivable team, on committees and working parties.

4. Specialist Services

- Coordinates the operations of the collections and sundry debt team.
- Responsible for monitoring workflow through the telephony systems and contacts (1300 number) and workflow systems. Monitors performance and services.
- Develops and manages client relationship interface, including issue resolution and the advice and guidance on accounts receivable related matters. Investigates and responds to complex issues and enquiries as required.
- Reviews accounts receivable policies and procedures and coordinates implementation of new and revised practices within the team.
- Manages compliance and validation activities. Monitors quality control and audit checks and initiates correct action.
- Authorises journal credit adjustments and refunds. Prepares supporting information for debt-write offs, and supervises and monitors debt recovery action.

5. EMHS Governance, Safety and Quality Requirements

- Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- Supports the delivery of safe patient care and the consumers' experience; including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- Completes mandatory training (including safety and quality training) as relevant to role.
- Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

6. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated skills in managing and coordinating teams and team activities and tasks.
2. Demonstrated experience and competencies in financial management and Accounts Receivable with an emphasis on debt management in a complex organisation/ public sector/health environment.
3. Good communication and interpersonal skills.
4. Sound planning and organisation skills.
5. Good conceptual and analytical skills.
6. Demonstrated initiative in developing and implementing new procedures, policies and work practices.
7. 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 Selection Criteria

1. Tertiary qualification in a relevant discipline.
2. Knowledge of Patient Election Classifications in WA Health.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

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

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Manager / Supervisor Name	Signature or	HE Number	Date

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Dept. / Division Head Name	Signature or	HE Number	Date

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

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Occupant Name	Signature or	HE Number	Date
Effective Date		

HSS Registration Details (to be completed by HSS)

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Created on October 2018	Last Updated on APRIL 2019