



HSS Registered April 2019

Team Leader - Accounts Receivable

Health Salaried Officers Agreement: Level G5

Position Number: 008280

Revenue and Accounts Receivable

North Metropolitan Health Service

Reporting Relationships

Manager Accounts Receivable and Revenue
 HSO Level G10 (TBC)
 Position Number: (TBC)



Coordinator Accounts Receivable
 HSO Level G7
 Position Number: (008278)



This Position



← Also reporting to this supervisor:

- Team Leader, Accounts Receivable, HSO Level G5, 1.0 FTE (008279)

Directly reporting to this position:

Title	Classification	FTE
Revenue Officers	HSO Level G3 (008283)	6.0
Cashier	HSO Level G3 (008284)	1.0

Other positions under control

- Nil

Prime Function / Key Responsibilities

Supports and assists the Coordinator Accounts Receivable in ensuring the workflow and operations of an Accounts Receivable Team are undertaken efficiently and effectively. Mentors, coordinates and provides training in the daily activities of the team, including invoicing, debt management and sundry debtors and cashiering functions. Ensures quality customer services are provided.

Brief Summary of Duties

1. Supervision

- 1.1 Supervises the Accounts Receivable Team through the provision of support, direction and training on relevant systems, processes and workflows.
- 1.2 Supports the Coordinator Accounts Receivable in overseeing development activities for staff within the team.
- 1.3 Monitors workflow and works with the Coordinator Accounts Receivable to deploy team resources to ensure appropriate service levels are maintained.
- 1.4 Assists in the development and implementation of plans and systems to support the achievement of the obligations and objectives of the Accounts Receivable function.

2. Participation

- 2.1 Maintains a client focus on service delivery including client contact management, system improvements and quality assurance and improvement.
- 2.2 Participates within a quality and customer-focused culture based on established values and behaviours and a team-based approach.
- 2.3 Maintains awareness of relevant trends and issues concerning the deliverables of the position and the team.
- 2.4 Represents the Accounts Receivable Team on committees and working parties as required.
- 2.5 Engages in training and development initiatives and programs to enhance professional development.

3. Specialist Services

- 3.1 Responsible for the provision of Accounts Receivable services for the North Metropolitan Health Service (NMHS).
- 3.2 Responsible for allocating incoming workloads to the Accounts Receivable team.
- 3.3 Liaises with stakeholders, clients, patients and debtors at all levels.
- 3.4 Investigates and responds to complex revenue issues and enquiries as required.
- 3.5 Undertakes compliance and validation activities; monitors quality control and audit checks and initiates correct action.
- 3.6 Authorises journal credit adjustments, refunds, debt write offs (within limits), and debt recovery action.
- 3.7 Performs system testing, issues management and month-end reconciliations, including all system controller tasks and reconciling revenue subsidiary ledgers to the General Ledger.
- 3.8 Participates in annual review of fees and charges.
- 3.9 Generates monthly and ad hoc reporting.
- 3.10 Undertakes project work as required.

4. NMHS Governance, Safety and Quality Requirements

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

5. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Experience in the delivery of accounts receivable services within a large and complex organisation.
2. Demonstrated team management and leadership skills, with the ability to coach and mentor team members and to work effectively in a team environment.
3. Well-developed communication, interpersonal and negotiation skills, with an ability to establish business relationships with clients and customers.
4. Demonstrated knowledge of relevant legislation, accounting principles and practices applicable to the accounts receivable function.
5. Well-developed planning, analytical, problem solving and organisation skills.
6. Demonstrated initiative in implementing new procedures 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. Relevant experience in the WA health system or government agency.
2. Knowledge of the requirements of the *Financial Management Act 2006*.

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.

Manager/Supervisor

Name:
Signature/HE:
Date:

Dept./Division Head

Name:
Signature/HE:
Date:

Position Occupant

Name:
Signature/HE:
Date: