



North Metropolitan Health Service
Job Description Form

HSS Registered March 2019

Coordinator Accounts Receivable

Health Salaried Officers Agreement: Level G7

Position Number: 008278

Revenue and Accounts Receivable

North Metropolitan Health Service

Reporting Relationships

Area Director Finance/Chief Finance Officer
HES Health Executive Grade A - Corporate
Position Number: 005750



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



This Position



Also reporting to this supervisor:

- TBC

Directly reporting to this position:

Title	Classification	FTE
Team Leader, Accounts Receivable	HSO G5 (008279 & 008280)	2.0

Other positions under control

- Assistant Team Leader, HSO G4, 1.0 FTE (008281)
- Revenue Officers, HSO G3, 9.01 FTE (008282)
- Revenue Officers G3 6.00 FTE (008283)
- Cashier, HSO G3, 1.0 FTE (008284)

Prime Function / Key Responsibilities

Coordinates the operations of the Accounts Receivable function for the North Metropolitan Health Service (NMHS). Develops and monitors performance and services in accordance with key performance indicators relevant to the Accounts Receivable function and takes appropriate remedial action where required. Manages internal and external stakeholder interfaces and relationships, including issue resolution. Provides expert advice and guidance to the teams on accounts receivable matters.

Coordinator Accounts Receivable | Level G7 | Position Number: 008278

Brief Summary of Duties

1. Business Development and Change Management

- 1.1 Assists in developing plans and systems to support the achievement of the goals and objectives of the Accounts Receivable function.
- 1.2 Assists in the development and implementation of change management strategies to support the improvement and enhancement of services in the Accounts Receivable function.
- 1.3 Develops and monitors performance and services against key performance indicators; recommends changes in processes or systems to remediate and resolve issues as required.

2. Leadership and Management

- 2.1 Provides expert advice on Accounts Receivable services, policies and programs.
- 2.2 Monitors staff resources and assists with resource planning to ensure processing workflows are maintained; coordinates leave, leave relief and recruitment and selection activities for the Accounts Receivable Team.

3. Participation

- 3.1 Maintains a focus on service delivery including internal and external stakeholder engagement and contact, and implementation of service and systems improvements to ensure the delivery of positive customer focussed outcomes, and promotes the Accounts Receivable function.
- 3.2 Participates in project teams to develop and deliver improved services and systems; represents NMHS Accounts Receivable on committees and working parties as required.
- 3.3 Performs quality improvement and performance management activities.

4. Specialist Services

- 4.1 Coordinates the operations of the Accounts Receivable Team.
- 4.2 Responsible for reviewing team workloads and monitoring team performance and services.
- 4.3 Develops and manages client relationship interface, including issue resolution and advice and guidance on accounts receivable related matters. Investigates and responds to complex issues and enquiries as required.
- 4.4 Reviews accounts receivable policies and procedures and coordinates implementation of new and revised practices within the team.
- 4.5 Manages compliance and validation activities. Monitors quality control and audit checks and initiates corrective action where necessary.
- 4.6 Compiles and presents monthly and ad-hoc reporting.
- 4.7 Responsible for the timely receipting of revenue in accordance with Treasurer's Instructions.
- 4.8 Authorises journal credit adjustments, refunds, debt write-offs and debt recovery action.

5. NMHS Governance, Safety and Quality Requirements

- 5.1 Ensures, as far as practicable, the provision of a safe work environment in consultation with staff under their supervision.
- 5.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 5.3 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.
- 5.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 5.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 5.6 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. Extensive accounts receivable experience within a large and complex organisation.
2. Well-developed management skills, with proven experience in leading and coordinating teams.
3. Demonstrated knowledge of relevant legislation, accounting principles and practices applicable to the position.
4. Well-developed communication, interpersonal and negotiation skills, with the ability to establish effective business relationships with clients.
5. Well-developed conceptual, analytical, problem solving and organisation 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. 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: