



HSS Registered

## Revenue Officer Accounts Receivable

Health Salaried Officers Agreement; HSO Level G3

Position Number: 115552

Corporate Services and Finance

South Metropolitan Health Service

### Reporting Relationships

Coordinator Accounts Receivable  
HSO Level G7  
Position Number: 115554

Team Leader Accounts Receivable  
HSO Level G5  
Position Number: 115553

**This Position**

Also reporting to this supervisor:  
• Nil

Directly reporting to this position

Title	Classification	FTE
• Nil		

### Key Responsibilities

Responsible for performing financial transactions including invoicing, receivables, sundry debtors, debt management and cashiering. Liaises with budget holders, debtors, suppliers and clinical staff to resolve queries.



*Excellent health care, every time*

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

## SMHS Values

The SMHS considers the values, attributes and attitudes of candidates along with the assessment of competency-based criteria of the position as part of employee recruitment and ongoing performance development.

SMHS is unified across its hospitals and services by its values and behaviours that provide a strong expectation of conduct for all SMHS staff no matter where they work.



## Brief Summary of Duties (in order of importance)

### 1. Specialist Services 80%

- 1.1 Performs all types of financial transactions including invoicing, receivables, sundry debtors, debt management and cashiering functions in accordance with current policies, procedures, the Financial Management Act 2006, the Treasurer's Instructions, the Financial Management Manual and the WA Health Fees and Charges Manual.
- 1.2 Prepares, manages, distributes and follows up outstanding Invoicing, supporting documentation and related activities.
- 1.3 Liaises with debtors, suppliers, debt collection agents, the Department of Health, health funds, insurance companies, solicitors, the Public Trustee, health site representatives and other third parties regarding billing matters as required.
- 1.4 Participates in debt recovery procedures on outstanding debts.
- 1.5 Liaises with suppliers for late payments, short payments and overpayments.
- 1.6 Prepares and manages financial accounting transactions including receipting, journal adjustments, refunds, debt write offs, debt referrals, instalments and other matching invoices and claim documents for outbound mail.
- 1.7 Develops and maintains effective network and working relationships within the positions client base and relevant central agencies and other public service employing authorities.

### 2. Participation 20%

- 2.1 Responds to telephone calls and emails in a timely fashion and follows up queries and complaints.
- 2.2 Takes responsibility for ensuring approved procedures are followed and deadlines met.
- 2.3 Contributes to the well-being and achievements of the team.
- 2.4 Participates in performance development activities. Strives to improve personal performance.
- 2.5 Contributes to business improvement and change management activities.

### 3. SMHS Governance, Safety and Quality Requirements

- 3.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 3.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 3.3 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.
- 3.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 3.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

### 4. Undertakes other duties as directed.

## Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the role and the SMHS Values.

### Essential Selection Criteria

1. Demonstrated experience in the processing of various types of financial transactions in an accounts receivable environment.
2. Demonstrated ability to work individually and as part of a team.
3. Well-developed communication skills (verbal and non-verbal) and knowledge of a call centre environment.
4. Experience of an electronic digital records management system in a large and complex organisation.
5. Well-developed interpersonal and negotiation skills with an ability to establish a business partnership/relationship with clients and customers.
6. Demonstrated problem solving and time management skills.

### Desirable Selection Criteria

1. Experience in a health environment, or substantial commercial entity or significant government agency.
2. Knowledge of relevant legislation, accounting principles and practices applicable to the position.
3. Current knowledge and commitment to Equal Opportunity, Disability Services and Occupational Safety and Health in all aspects of employment and service delivery.

### Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

## Certification

<b>The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.</b>				
<b>Martin Hicks</b>		<b>HE43637</b>	<b>05/10/2021</b>	
<b>Manager / Supervisor</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>	
.....	.....	.....	.....	
<b>Dept. / Division Head Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>	
.....	.....	.....	.....	
<b>As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.</b>				
<b>Occupant Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>	
<b>Effective Date</b>	.....	.....	.....	
<b>HSS Registration Details (to be completed by HSS)</b>				
<b>Created on</b>	<b>28 November 2018</b>	<b>Last Updated on</b>	<b>8 August 2019</b>	
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