



Our Vision: Older people have access to responsive, high quality aged care services.

Our Mission: Doutta Galla exists to provide access to aged care service options which are affordable and inclusive of people with diverse experiences and backgrounds.

Our Values:



Position Description

Position Title:	Accounts Receivable / Billing Officer	Position Reports To:	Senior Finance Customer Service Officer
Positions Reporting to this Position:	Nil		

Position Purpose:	<p>The Accounts Receivable / Billing Officer is responsible for administering the centralised accounts receivable for the organisation and associated businesses. The role also supports the accounts payable and payroll functions and will liaise closely with other staff in the finance team including the Accountant, the Financial Controller, and the General Manager, Finance and Corporate Services.</p> <p>The position is based at the Doutta Galla Corporate Support Office in Footscray.</p>
Qualifications:	<p>Formal qualifications in Accounts or Finance are preferred.</p> <p>Eligibility to work in Aged Care in accordance with legislative requirements.</p>
Skills:	<ul style="list-style-type: none"> • Strong communication and interpersonal skills to ensure the achievement of quality outcomes and excellence in customer service. • Knowledge of EPICOR or similar large accounting systems. • Knowledge of AN-ACC funding model in residential aged care. • Very accurate data entry skills.

	<ul style="list-style-type: none"> • Intermediate to advanced computer skills in Microsoft Office programs including Word, Excel, Outlook, PowerPoint, and Internet Explorer. • Strong planning, time management and organisational skills with the ability to prioritise accordingly. • Demonstrated ability to work under pressure and to tight timelines. • Strong analytical and problem-solving skills.
Experience:	<ul style="list-style-type: none"> • Minimum 2 years' experience working in a Finance Officer role or other similar financial function in a medium to large sized organisation. • Demonstrated knowledge and experience with basic accounting controls and procedures, and with large accounting systems / software. • Previous debt collection experience. • Previous experience in Aged Care in a same or similar position, or alternatively in health care setting is preferred.
Accounts Receivable	<ul style="list-style-type: none"> • Process resident 'Applications for Admission' in a timely manner and in accordance with Doutta Galla policies and procedures and prepare Resident contracts for execution. • Ensure resident agreements and other associated documents are issued and collected in a timely manner. • Ensure accurate and prompt processing of all resident information including new admissions, discharges, and transfers to all Doutta Galla owned and managed facilities and businesses. • Prepare monthly billing for all residents. • Facilitate the timely collection of fees from residents or their nominated representative and manage the aged debtors in an efficient manner. • Attend to banking and receipting on a daily basis and ensure the maintenance of accurate records relating to the collection and receipting of all fees. • Accurately maintain all relevant records for residents including fees & charges, Refundable Accommodation Bonds, Unit Lease Sales, and all other associated income. This includes both hardcopy and electronic documents and records.

	<ul style="list-style-type: none"> • Respond to enquiries from residents /clients, client Power of Attorneys, managers / supervisors as they relate to prospective resident applications, pensioner or concessional supplements, income/means tested fees or any other resident financial queries. • Preparation of reports from the billing system as required for the monthly accounts and other reporting as directed by the Senior Finance Customer Service Officer or Senior Accountant and/or in accordance with Legislation. • Perform reconciliation of Government subsidies in financial system. • Maintain resident files and records to a very high standard at all times. • Any other task as directed.
<p>Administration</p>	<ul style="list-style-type: none"> • Ensure all communication is handled in a manner that enables the efficient and confidential flow of information between Finance team and the wider organisation. • Assist in projects and improvements where required. • Comply with all Privacy Legislation requirements. • Use the advanced functions of software packages to produce documents, reports, and worksheets.
<p>Quality Management</p>	<ul style="list-style-type: none"> • Ensure compliance with Doutta Galla Aged Services policies and procedures. • Respond promptly and efficiently to management and staff regarding accounts queries. • Maintain effective working relationships with external clients and service providers. • Maintain professional and ethical practice in line with legislative requirements, the Aged Care Act and Accountability Principles. • Contribute to a harmonious workplace and carry out duties in a cooperative, collegiate and respectful manner that recognises the role of other team members in the delivery of a quality service. • Actively participate in quality improvement initiatives and audits designed to evaluate and achieve further efficiencies in the provision of quality accounts services. • Ensure interactions with residents and their representatives are kind, caring and respectful of each individual's identity, culture, and diversity.

<p>OH&S</p>	<p>Ensure the maintenance of a safe working environment that meets regulatory requirements and undertake all duties in a manner that demonstrates, at all times, due regard for the wellbeing and safety of self, colleagues, and residents.</p> <ul style="list-style-type: none"> • Adhere to Occupational Health and Safety Act and associated policies and procedures. • Respond appropriately to situations of risk or potential risk to residents, staff and public. • Actively participate in training and education sessions regarding occupational health and safety. • Understand emergency code management, fire and evacuation procedures and implement if required. • Report immediately all accidents / incidents in accordance with organisational guidelines and where necessary document in accordance with organisational guidelines.
<p>Feedback and Complaints</p>	<ul style="list-style-type: none"> • Facilitate awareness of and access to advocates, language services and other methods of raising and resolving complaints in accordance with Doutta Galla policies and procedures and within scope of role.
<p>Acknowledgement</p>	<ul style="list-style-type: none"> ▪ I have read this position description and agree to undertake the duties and responsibilities as listed above. ▪ I understand this position description is subject to review and amendment at any time, as appropriate and approved by HR and/or Doutta Galla management. ▪ I also acknowledge that I may be required to undertake additional duties and responsibilities from time to time that are not detailed above. ▪ I have read and understood the Doutta Galla Code of Conduct. <p>Name: _____</p> <p>Signature: _____</p> <p>Date: _____</p>