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## SA Health Job Pack

Job Title	Supervisor Debt Management
Job Number	686704
Applications Closing Date	29 March 2019
Region / Division	Department for Health and Wellbeing
Health Service	Debt Management Services
Location	Adelaide CBD
Classification	ASO4
Job Status	Part Time / Term Contract (up to 31 January 2020)
Salary	\$70,635-\$74,116 (pro rata)

## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Child Related Employment Screening - **DCSI**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

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# Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



## ROLE DESCRIPTION

<b>Role Title:</b>	Supervisor, Debt Management Services
<b>Classification Code:</b>	ASO4
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Wellbeing
<b>Hospital/ Service/ Cluster</b>	DHW
<b>Division:</b>	Finance and Corporate Services
<b>Department/Section / Unit/ Ward:</b>	Debt Management Services
<b>Role reports to:</b>	Functional Team Leader, Debt Management Services
<b>Role Created/ Reviewed Date:</b>	November 2016
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)

## ROLE CONTEXT

### Primary Objective(s) of role:

- Responsible to the Functional Team Leader, Debt Management Services for the effective and efficient:
- > Delivery across the portfolio of debt management and collections processes including debtors case management, monitoring and following up outstanding balances, processing of approved debt write-offs, management reporting, review and customer support processes.
  - > Compliance with the requirements of debt management policies, mentoring of debt management and collections staff and the ongoing development of quality systems and procedures will be a feature of the position.

### Direct Reports:

The Supervisor, Debt Management reports direct to the Functional Team leader, Debt Management.

### Key Relationships/ Interactions:

#### Internal

- > Will relate closely with Business units within SA Health. Local health unit staff.

#### External

- > Will liaise with external customers/service providers (eg. Corporate Customers, Grant Funding, Patients, Workcover and Private Health Funds, etc).
- > External customers and their financial delegates.

## Challenges associated with Role:

Major challenges currently associated with the role include:

- > Identifying business requirements and contribute to the development of appropriate remedial strategies and change specifications specifically in relation to debt management across the portfolio.
- > Working with business units to drive and implement the required business process changes to achieve effective debt collection strategies.

## Delegations:

- > N/A

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to the case management of significant outstanding debtors, providing support and mentoring of senior revenue officers and revenue officers responsible for the following.	<ul style="list-style-type: none"><li>&gt; Effective management of an allocation of debts.</li></ul> Conduct of referred debt management matters which may include: <ul style="list-style-type: none"><li>&gt; Reviewing debtor's income and expenditure in order to negotiate appropriate instalment arrangements</li><li>Preparation and filing of legal documents.</li><li>&gt; Preparation of evidence in readiness for court proceedings.</li><li>&gt; Responding to telephone enquiries.</li><li>&gt; Preparation of reports in readiness for management reviews.</li><li>&gt; Processing of approved debt waivers and write offs.</li><li>&gt; Production of associated reporting, reconciliations and system interfaces.</li><li>&gt; Contribute to oversight, assistance and support for other Revenue Officers performing the above functions.</li></ul>
Contribute to the design, development and implementation of appropriate policies, processes and procedures for debt management.	<ul style="list-style-type: none"><li>&gt; Development and provision of effective management reporting regarding debt management.</li><li>&gt; Action fair and appropriate policies and mechanisms for review and customer support and assistance in relation to dispute or error transactions.</li><li>&gt; Identifying and communicating debt management policy and administrative issues and their impact to relevant staff and agencies within the portfolio.</li><li>&gt; Action fair and appropriate policies and mechanisms for review and customer support and assistance in relation to dispute or error transactions.</li><li>&gt; Identifying and communicating debt management policy and administrative issues and their impact to relevant staff and agencies within the portfolio.</li></ul>
Assist in the quality assurance and up skilling of personnel	<ul style="list-style-type: none"><li>&gt; Identification of risks and the undertaking of necessary remedial actions.</li><li>&gt; Ensures SA Health's obligations and business interests are identified and maintained through either the direct and/or collaborative development of appropriate policies, procedures and systems.</li><li>&gt; Providing operational advice, training and assistance to portfolio agency staff in the interpretation and management of their debt management and debtor's collection obligations.</li><li>&gt; Providing supervision, advice, training, assistance and instruction to SA Health subordinate staff regarding the administration of debt management service.</li></ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- > Nil

#### **Personal Abilities/Aptitudes/Skills:**

- > Proven ability to supervise and lead a financial administration function involving substantial volume of processing work to deliver the desired outcomes.
- > Ability to understand, interpret and apply policy requirements relevant to private practice to practical situations, and provide accurate business like solutions
- > Ability to identify, investigate and resolve complex issues arising from customer inquiries relating to private practice.
- > Ability to establish and maintain sound working relationships with management and staff.
- > Communication skills, both oral and in writing, to enable services to be delivered to a diverse range of clients with varying needs.
- > Commitment to providing high levels of professional service.
- > Commitment to the principles and practices of equal opportunity, OHS&W, quality management and client oriented services.

#### **Experience**

- > Demonstrated experience in the successful management or supervision of debt management and collections services that are relevant to a hospital or health services environment
- > Experience in writing effective and readily understandable reports.
- > Successful record of providing quality services, particularly in a consultative environment.

#### **Knowledge**

- > A sound knowledge of the processes and principles associated with debt management and collections functions.
- > A sound knowledge of systems based accounting practices and procedures, particularly medical and hospital billing, collection and associated administration functions.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- > Tertiary qualifications in Accounting, Economics, Business Studies or other relevant discipline.

#### **Personal Abilities/Aptitudes/Skills:**

- > Ability to solve problems, think laterally and exercise initiative

#### **Experience**

- > Experience in the management of a major project or program requiring the identification, development and implementation of new business policies and processes.

#### **Knowledge**

- > Knowledge of the principles associated with Hospital based billing, collections, Private Practice and cashier functions.

### Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Flexible hours of work may in part be determined by the need to meet legislative and operational production and management deadlines.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia 2014*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > Information Privacy Principles Instruction.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

**Performance Development**

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing, and the Minister for Mental Health and Substance Abuse. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Finance:

Finance is a branch within the Finance and Corporate Services Division and is responsible for providing an integrated finance service across the Health Portfolio to its executive, DHW, Local Health Networks, SAAS and users of financial information and services.

It contributes to the objectives of SA Health by providing an integrated finance service across the Health Portfolio that delivers high-level strategic financial advice, support and operational services.

Finance provides a centralised service to the whole of SA Health through two finance functions. The two finance functional areas are Corporate Finance Services and Financial Accounting.



## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**

### Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety and Quality statement in General Requirements.
V3	04/07/17		Minor formatting with order of information amended.