

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Finance Services Officer
Position Number:	Generic
Classification:	General Stream Band 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Finance and Business Support - Revenue Management
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	North
Reports to:	Team Leader - Revenue
Effective Date:	December 2017
Check Type:	Annulled
Check Frequency:	Pre-employment

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

In a multi-skill team environment provide high level financial support with a stakeholder focus to maximise hospital revenue. The Finance Services Officer undertakes specialised financial and administrative duties, including maintaining financial records, in accordance with relevant service standards, legislation and Departmental policies and procedures.

Duties:

1. Undertake debt follow up activities, including finance system updates and processes, and liaison with collection agencies, law firms, health funds, employers, and insurance companies.
2. Issue, reconcile and reimburse petty cash.
3. In accordance with relevant policies, procedures and legislation raise, receipt, reconcile and process accounts receivable for debtors.
4. Undertake reconciliation of daily transactions and monies.

5. Liaise with a broad range of hospital personnel, interdepartmental staff and clients on a range of revenue and account enquiries and provide advice and instruction in relation to finance operational processes.
6. Check accuracy of data and information. Take action to investigate and resolve identified discrepancies and to apply correct charges, calculations or codes prior to data entry.
7. Provide private patients with appropriate informed financial consent prior to or on admission to hospital in accordance with National Health Reform Agreement.
8. Train new staff and cross train existing team members as required. Maintain procedure manuals.
9. Undertake clerical and administrative tasks impacting on the efficient operation of the work unit, including reconciling and balancing information to ensure accuracy of databases.
10. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
11. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

- Working as a member of the Revenue Finance team and under the general supervision of the Team Leader - Revenue, the Finance Services Officer is directly responsible for the completion of complex specialised tasks.
- Work is performed within established legislative requirements, guidelines, financial policies and procedures, however there is scope for the incumbent to exercise judgment, initiative and discretion in the execution of daily tasks.
- The Finance Services Officer is accountable for ensuring the accuracy and integrity of transactions and for providing appropriate information and instruction, in respect to finance operations and to ensure hospital revenue is maximised, to a range of clients.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Operational knowledge, or ability to acquire knowledge, of financial instructions, legislation and accounting procedures and policies for receiving, processing, and recording financial system payments and adjustments.
2. Demonstrated ability to complete assigned tasks with a high degree of efficiency, accuracy and within set deadlines, and to deliver with a stakeholder focus, with an understanding of continuous quality improvement and its practical application in the work environment.
3. Well-developed interpersonal and communication skills including the ability to communicate effectively with a diverse range of clients, staff, and business organisations.
4. Demonstrated capacity to understand and solve problems by analysing information and data to make timely and accurate decisions, referring to established procedures relating to all aspects of private practice and other related billing.
5. Ability to work unsupervised, either individually or as a member of a team.
6. An understanding or ability to acquire an understanding of the Medicare Benefits Schedule (MBS), Health Insurance Act and Private Health Insurance rules with a comprehensive knowledge, or ability to acquire knowledge, of medical terminology.
7. Computer skills including competency in the use of word processing, spreadsheets, database packages and computerised financial information systems, or the ability to quickly acquire these skills.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).