

## Statement of Duties

<b>Position Title:</b> Finance Services Officer	<b>Position Numbers:</b> Generic	<b>Effective Date:</b> March 2018
<b>Group:</b> Hospitals North/North West – North West Regional Hospital (NWRH)		
<b>Section:</b> Finance	<b>Location:</b> North West	
<b>Award:</b> Health and Human Services (Tasmanian State Service)	<b>Position Status:</b> Permanent	
	<b>Position Type:</b> Full Time/Part Time	
<b>Level:</b> Band 3	<b>Classification:</b> General Stream	
<b>Reports To:</b> Manager - Revenue		
<b>Check Type:</b> Annulled	<b>Check Frequency:</b> Pre-employment	

### Focus of Duties:

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 the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
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.

### **Scope of Work Performed:**

- Working as a member of the Revenue Finance team and under the general supervision of the Manager - 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 exercising 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.
- Comply at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

### **Essential Requirements:**

*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

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. An operational knowledge, or ability to acquire that 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. 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 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 of ability to acquire that 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 (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.