

DEPARTMENT OF HEALTH

Statement of Duties

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| Position Title: | Finance Services Assistant |
| Position Number: | 505441, 505447 |
| Classification: | General Stream Band 2 |
| Award/Agreement: | Health and Human Services (Tasmanian State Service) Award |
| Group/Section: | Finance and Business Support - Budget and Finance |
| Position Type: | Permanent, Full Time |
| Location: | South |
| Reports to: | Team Leader - Finance Operations |
| Effective Date: | August 2021 |
| 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.

Background:

Finance Operations is based within Finance and Business Support and provides the primary support mechanisms and processing of Agency cash based transactions. The area encompasses Accounts Payable and Accounts Receivable functions with services being provided across the Department of Health (DoH) and the Department of Communities Tasmania (DCT).

Primary Purpose:

The Finance Services Assistant will:

- Undertake administrative, transactional and reconciliation processes for the Agency in accordance with relevant service standards, legislation and Departmental policies and procedures.
- Assist in the raising of client accounts and maintenance of client information associated with the Home and Community Care Scheme.

Duties:

1. Undertake clerical and administrative tasks to support the efficient operations of Budget and Finance.
2. Maintain financial records and transactions in accordance with relevant policies, procedures, and legislation.
3. Raise and receipt Accounts Receivable transactions in accordance with relevant policies, procedures, and legislation.
4. Check accuracy of information during data capture, identify discrepancies and apply correct charges, calculations, or codes.
5. Liaise with a broad range of staff and clients on administrative Accounts Receivable issues and provide information, as required, to support financial administration processes.
6. Assist in debt follow up activities including updating information within the finance system and communicating with debtors, collection agencies and investigate non-payments and payment disputes, in collaboration with the Finance Services Officer and/or Team Leader, as requested.
7. Assist the Team Leader in supporting less experienced staff and existing team members as and when required.
8. 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:

The Finance Services Assistant works as a member of the Finance Operations team and operates under the general direction and supervision of the Team Leader - Finance Operations.

The occupant will:

- Be responsible for the completion of clerical, administrative and financial tasks in accordance with legislative requirements, guidelines, and Agency policies and procedures.
- Be accountable for maintaining confidentiality of information gained while undertaking this position.
- 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.
- 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.

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. Demonstrated ability to undertake clerical, administrative, and financial tasks, utilising financial management information systems and Microsoft Office software, together with the ability to process data with accuracy and attention to detail.
2. Knowledge and understanding of accounting processes and procedures, including financial regulations, legislation, and policies, or the ability to quickly acquire such knowledge and understanding.
3. Good interpersonal and communication skills, including the ability to liaise effectively with a diverse range of clients, staff, and business organisations in a courteous and confidential manner.
4. Demonstrated ability to prioritise workload and satisfactorily complete allocated tasks to meet service delivery objectives.
5. Proven capacity to work effectively, both independently and as a member of a team, in an environment subject to ambiguity and change.

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 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](#).