

**Position Title:** Senior Accounts Receivable Officer

**Campus:** Grampians Health Ballarat

**Directorate:** Corporate Services

**Department:** Finance

**Reporting to:** Coordinator – Accounts Receivable

**Direct Reports:** Nil

### Appointment Terms/Conditions:

**Classification and Code:** Admin Grade 3 HS3

**Enterprise Agreement:** Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers, and Administrative Officers) Multiple Enterprise Agreement

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at [www.grampianshealth.org.au](http://www.grampianshealth.org.au)

Our purpose is to provide high quality and accessible health care services in each of the communities we serve.

| <b>Collaboration</b>  | <b>Compassion</b>   | <b>Accountability</b>   | <b>Respect</b>  | <b>Innovation</b>  |
|---|---|---|---|--|
| <i>We are stronger together.</i>  | <i>We show that we care.</i>  | <i>We do what we say and say what we do.</i>  | <i>We appreciate and value all people.</i>  | <i>We adapt and innovate to achieve best outcomes.</i>   |
| Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible. | All people deserve to be treated with compassion, kindness and empathy. | Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments | Our actions and words reflect our commitment to a safe and fair health service for all. | Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement. |

## **POSITION PURPOSE**

The purpose of the Senior Accounts Receivable Officer role is to ensure the accuracy, integrity, and efficiency of Grampians Health's revenue and debtor management processes. The position is responsible for coordinating timely billing, invoicing, receipting, and reconciliation activities, while ensuring compliance with legislation, funding requirements, and organisational financial policies.

The role works closely with, and provides direct support to the Coordinator Accounts Receivable, assisting with complex account matters, workflow coordination, staff guidance, and maintaining high operational standards across the Accounts Receivable function.

## **KEY ACCOUNTABILITIES**

- Coordinate the administration and processing of all Accounts Receivable (AR) transactions, including billing, invoicing, receipting, adjustments, and debtor account maintenance.
- Ensure accurate and timely entry of data and maintain data integrity within the Debtors sub-ledger and General Ledger.
- Ensure residents, patients, insurers, and other debtors are invoiced within required timeframes and in accordance with Grampians Health policies, funding rules, and legislative obligations.
- Maintain the Debtor Masterfile, including establishing new debtor accounts, updating existing details, and deactivating inactive or finalised accounts.
- Maintain appropriate documentation and approvals for all revenue transactions to meet audit, compliance, and policy requirements.
- Ensure all invoices, statements, and debtor communications comply with legislative requirements, including GST accuracy, valid ABNs (where applicable), and correct billing classification.
- Ensure all billing and receipting entries are coded accurately in accordance with Grampians Health's Chart of Accounts, Department of Health business rules, and Australian Accounting Standards.
- Review and validate transaction coding, billing entries, and adjustments, and question any inconsistencies to ensure financial accuracy.
- Develop productive relationships with residents, families, funding bodies, insurers, and third-party payers to support effective debtor management, respond to queries, and resolve outstanding balances.
- Reconcile debtor accounts monthly, including follow-up of aged debt, disputed items, and payment variances.
- Build strong relationships with Grampians Health staff to support accurate billing, documentation requirements, and compliance with revenue policies.
- Organise and lead regular team meetings to support consistency, quality, and communication across AR operations.
- Ensure incoming AR-related Service Desk Queries and emails are actioned, distributed, or resolved in a timely manner.
- Administer and process all AR receipts, refunds, adjustments, and payment allocations, ensuring accuracy and compliance.
- Liaise with bank personnel regarding rejected payments, allocation errors, or system discrepancies, and resolve in a timely manner.
- Review "Billing on Hold" or "Debtors on Hold" reports and follow up with relevant departments to resolve issues promptly.
- Complete end-of-month Accounts Receivable processes, including reviewing the Debtors Trial Balance, preparing reconciliations, and addressing anomalies.
- Perform other duties as required within the scope of skills, training, and qualifications

## **KEY SELECTION CRITERIA**

- Demonstrated experience in Accounts Receivable or a similar financial operations role within a large and complex organisation.
- Proven capability in billing, invoicing, receipting, debtor management, aged debt follow-up, and ledger reconciliation.

- Experience supporting or coordinating finance staff or providing leadership within an Accounts Receivable or finance team.
- Demonstrated understanding of financial legislation, GST requirements, funding rules, and accounting standards relevant to receivables.
- Experience in process improvement, system optimisation, and enhancing financial workflow efficiency.
- High level of accuracy and attention to detail with strong analytical and problem-solving skills.
- Strong capability in financial systems, billing platforms, and Microsoft Excel (intermediate to advanced).
- Excellent written and verbal communication skills, with the ability to explain financial information clearly to non-finance audiences.
- Strong stakeholder engagement skills, with the ability to build effective relationships with internal departments, external customers, insurers, and third-party payers.
- Ability to interpret and apply financial policies, procedures, and accounting principles.
- Strong organisational and time-management skills, with the ability to manage competing priorities and meet strict deadlines.
- Ability to work collaboratively as part of a team while providing direct support to the Coordinator Accounts Receivable.
- Demonstrated commitment to confidentiality, professionalism, and ethical financial practice.
- Commitment to continuous improvement, innovation, and high-quality customer service.
- Ability to use initiative, exercise sound judgement, and resolve complex account issues.
- Demonstrated alignment with Grampians Health values: Compassion, Respect, Accountability, Collaboration, and Innovation.

## **ORGANISATIONAL REQUIREMENTS**

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

## **OTHER RELEVANT INFORMATION**

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status.

Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.

- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.