

Position Title: Senior Residential Services Admissions & Finance Officer

Campus: Grampians Health Ballarat

Directorate: Corporate Services

Department: Finance

Reporting to: Coordinator - Financial Aged Care

Direct Reports: Residential Services Admissions & Finance Officers

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

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

| Collaboration | Compassion | Accountability | Respect | Innovation |
|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <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

Senior Residential Services Admissions & Finance Officer role at Grampians Health is to ensure a smooth, compliant, and person-centred admission process for residents entering Residential Aged Care across the organisation. The role contributes directly to Grampians Health's commitment to delivering safe, high quality, and compassionate care by: centred admission processes for residents entering Residential Aged Care across the organisation. The role contributes directly to Grampians Health's commitment to delivering safe, high quality, and compassionate care by:

KEY ACCOUNTABILITIES

- **Supporting residents and families** through what is often a complex and emotional transition into Residential Aged Care, ensuring they receive clear, respectful, and timely information.
- **Ensuring organisational compliance** with Aged Care legislation, funding requirements, and Grampians Health policies, safeguarding both residents and the organisation.
- **Maintaining accurate and timely admission processes**, supporting optimal occupancy management and efficient utilisation of Residential Aged Care beds.
- **Providing operational support to the Coordinator - Financial Aged Care**, helping maintain consistent workflows, accountable processes, and high standards across sites.
- **Supporting the wider Residential Services team** to deliver coordinated, resident centred services aligned with Grampians Health values: *Compassion, Respect, Accountability, Collaboration, and Innovation*
- **Contributing to financial integrity** through accurate end of month reconciliations, documentation management, and reporting.of monthly reconciliations, documentation management, and reporting.
- **Enhancing the resident experience** by acting as a knowledgeable, approachable point of contact for residents, families, staff, and external stakeholders.

Overall, the role exists to **uphold the quality, safety, and integrity of Residential Services at Grampians Health**, ensuring residents are welcomed into care with professionalism and compassion while maintaining strong operational and compliance standards.

KEY SELECTION CRITERIA

1) Qualifications & Compliance (Essential)

- Certificate IV (or higher) in Health Administration, Business, Aged Care, or a related field; or equivalent experience in a comparable health/aged care admissions role.
- Demonstrated knowledge of Australian Residential Aged Care requirements, including:
 - Aged Care Quality Standards and the Statement of Aged Care Rights
 - My Aged Care pathways and ACAS/ACAT assessments
 - Privacy, consent, guardianship/POA, and records management obligations
- Current National Police Check (or willingness to obtain) and COVID-19/Flu vaccination compliance per organisational policy.

2) Admissions Expertise & Resident Centred Practice (Essential)

Proven experience managing end-to-end residential admissions, including eligibility checks, documentation, Residential Service Agreements, and coordination with clinical and allied teams.

- Ability to explain complex fee structures and admission requirements clearly and empathetically to residents, families, and representatives.
- Experience handling complex/sensitive enquiries with discretion, cultural sensitivity, and de-escalation skills.

3) Stakeholder Engagement & Collaboration (Essential)

- Strong communication and relationship building skills with internal stakeholders (e.g., Coordinators, NUMs/clinical leads, Social Work, Finance) and external stakeholders (e.g., ACAS/ACAT, hospitals, community services, advocates).
- Demonstrated ability to support and coach team members, share best practice, and contribute to a cohesive, values culture.driven team.

4) Operational Coordination & Bed/Waitlist Management (Essential)

- Experience with waitlist management, vacancy tracking, and timely allocation of beds to optimise occupancy while maintaining fairness, transparency, and compliance.
- Strong organisational skills to manage competing priorities, meet deadlines, and maintain accuracy in high volume environments.

5) Digital Systems & Data Accuracy (Essential)

- Proficiency with admissions/clinical administration systems and CRMs (e.g., IPM/EMR equivalents, My Aged Care portals), Microsoft 365 (Excel, Word, Outlook, Teams), and electronic document management.
- High level of data accuracy and attention to detail in preparing, validating, and securely storing admission documentation.

6) Reporting & End of Month Financial Reconciliations (Essential)

- Demonstrated ability to prepare and interpret operational reports (admissions activity, occupancy, compliance) and provide succinct insights to management.
- Experience completing end of month financial reconciliations related to admissions (e.g., validating fees/charges, resident billing inputs, crosschecking source systems) and resolving discrepancies with Finance.

7) Quality, Compliance & Continuous Improvement (Essential)

- Experience supporting audits, compliance checks, and readiness activities against the Aged Care Quality Standards.
- Demonstrated ability to identify process risks/inefficiencies and implement practical improvements (SOPs, checklists, templates, training).

8) Values & Behavioural Alignment (Essential)

- Demonstrated commitment to Grampians Health values—**Compassion, Respect, Accountability, Collaboration, and Innovation**—in daily practice.
- High standard of professionalism, confidentiality, and ethical decision making.

Desirable Criteria

- Experience in a large, multi-site health service or public health setting.
- Familiarity with residential funding arrangements and terminology (e.g., means testing, basic daily fees) sufficient to explain and direct residents/families appropriately.
- Experience designing or delivering staff training or onboarding for admissions processes.
- Exposure to improvement methodologies (e.g., Lean, PDSA) or quality management systems in health/aged care.

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 if and 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.