

**Position Title:** **Administration Officer – Administration**

**Campus:** Ballarat

**Directorate:** Community and Aged Care

**Department:** Support at Home (Ballarat)

**Reporting to:** Administration Team Leader, Support at Home

**Direct Reports:** Nil

### Appointment Terms/Conditions:

**Classification and Code:** **Grade 2 (HS2)**

**Enterprise Agreement:** Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit [www.grampianshealth.org.au](http://www.grampianshealth.org.au).

| <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 Support at Home (Senior) Administration Officer is responsible for delivering high-level administrative support within the Support at Home (SaH) and HACC-PYP Linkages programs. This role encompasses a broad range of administrative and financial focused support, including preparation of the Aged Care Quarterly Financial Return (QFT), reconciliation of SaH and HACC-PYP funding activity, financial approval and oversight.

Working closely with the Administration Team Leader, Administration Officer, Care Partner Support Officer and Care Partner staff, you'll help drive financial performance, optimise systems and processes and support compliance requirements that support high-quality care delivery. You will liaise with Services Australia, external service providers, internal and external stakeholders around robust finance management.

## **KEY ACCOUNTABILITIES**

- Assist with and manage month-end processes, including accruals, balance sheet reconciliation, expenditure reports, client statements.
- Process and monitor funding claims through Services Australia and ensure compliance with funding requirements.
- Monitor and manage participant contribution invoicing and payments, including following-up non-payments, hardship approvals.
- Assist with and manage purchase order, invoice approvals and complex participant funding arrangements.
- Manage transferred participants with HCP unspent funds, incoming subsidies and supplements, AT and HM funds and rollover available funds.
- Work closely with the Administration Team Leader for effective and efficient financial and administrative process alignment.
- Work with client information platform delivery technician staff to develop system, configuration, mapping, automation, interoperability functionality, implement ingestion module, update product catalogue.
- Provide financial support and guidance to administration and care partner support staff.
- Develop a sound understanding of Support at Home funding guidelines and arrangements, PRODA (Services Australia) guidelines.
- Provide administrative support to the broader team, including word processing, financial reporting development, document matrix management and report generation.
- In conjunction with the administration team leader, assist with training of new administrative staff, including ensuring all administration staff complete and maintain relevant competencies.
- Support external brokered service providers and suppliers to understand and apply the Support at Home funding and service delivery changes, including meeting contractual invoicing requirements.
- Support the external contractual process, including updating the software system with associated provider service information and associated fees.
- Participate in staff meetings, support internal and external audits and contribute to quality improvement.
- Liaise with the administration team leader to coordinate day-to-day activities where required.
- Work within a consumer directed framework for participants receiving Support at Home funding as outlined by the Department of Health, focusing on participant wellness and reablement.
- Ensure compliance with the Aged Care Act, Code of Conduct, SIRS requirements, Whistleblower policies, organisational policies, and all Grampians Health procedures.

## **KEY SELECTION CRITERIA**

### **Qualifications and experience**

- Well-developed attention to detail, problem-solving and critical thinking abilities.
- Reconciliation and variance analysis experience.
- Desirable but not essential – Certificate IV Finance, Accounting, Bookkeeping.

### **Technical/Professional Knowledge and Skills**

- Experience in working in a similar complex work environment, where accountabilities are high and sensitive information is treated with strict confidentiality.
- Well-developed communication, collaborative and interpersonal skills including the ability to develop and maintain effective working relationships with staff internal and external to the department.
- Knowledge and understanding of aged care funding models and reforms.
- Proficient in the use of a broad range of administrative processes, IT systems, and client record management systems utilised in health and community services.
- Experience in Accounts Payable and Accounts Receivable coordination.
- Advanced Microsoft Office skills (Excel, Word, Outlook etc.).

## **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.
- 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 a 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.