

Position Title: Coordinator – Accounts Receivable

Campus: All

Directorate: Corporate Services

Department: Finance

Reporting to: Manager – Accounts Payable and Revenue Services

Direct Reports: Accounts Receivable Team

Appointment Terms/Conditions:

Classification and Code: Admin Grade 4 (HS4)

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

This role supports the effective delivery of the Accounts Receivable function across Grampians Health. This role is responsible for leading the day-to-day operations, driving process optimisation, leading team performance, and ensuring strong stakeholder relationships. The position plays a key role in maintaining accuracy, compliance, and continuous improvement in financial operations.

KEY ACCOUNTABILITIES

- Lead and coordinate daily Accounts Receivable operations, ensuring timely and accurate invoicing, receipting, and debtor management.
- Continuously streamline and optimise Accounts Receivable processes to improve efficiency, accuracy, and cash collection.
- Identify opportunities for improvement and implement actions for ongoing review and enhancement across AR workflows.
- Provide leadership and support to team members, resolving complex debtor and billing issues while fostering engagement and performance.
- Collaborate with clinical, administrative, billing, and Finance teams to ensure seamless end-to-end revenue and invoicing processes.
- Manage relationships with internal and external stakeholders, ensuring effective communication and resolution of Accounts Receivable-related issues.
- Maintain strong customer relationships with patients, insurers, funding bodies, and other debtors, ensuring prompt and professional query resolution.
- Support compliance with revenue policies, billing guidelines, legislative requirements, and internal financial controls.
- Monitor and reconcile the debtor's ledger, ensuring accuracy and alignment with the General Ledger.
- Contribute to reporting on Accounts Receivable metrics, including aged debt, collection performance, and revenue trends, while supporting month-end and year-end financial processes.
- Perform other duties as required to support the team and organisational objectives.

KEY SELECTION CRITERIA

- Demonstrated experience in Accounts Receivable or financial operations within a large organisation.
- Proven ability to lead and support teams, resolve operational and debtor-related issues, and drive performance.
- Strong understanding of billing, invoicing, receipting, debt management, collection processes, and debtor ledger reconciliation.
- Experience in process improvement and optimisation of revenue and Accounts Receivable workflows.
- Effective stakeholder management and communication skills, with a strong customer service and debtor-relationship focus.
- Proficiency in financial systems, billing platforms, and Microsoft Excel.
 - Ability to work collaboratively across teams and manage competing priorities in a fast-paced revenue environment.

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.