

# Accounts Administrator – OoHC

## Position Description

### About ACNA

Our charter says...

Access Care Network Australia provides assessment, coordination and case management services to connect eligible people with supports that build on their strengths.

But don't let the jargon fool you. We're in business to change lives. We do that by helping our clients (and their families) get the support they need to live life their way.

What makes us tick?

Simple. We want people to be their best.

But at ACNA this isn't something we just write on a poster: 'being our best' is a way of life. It's our credo. It's a life-long personal commitment to be...

Always learning

Always growing

Always sharing.

### About the role

As the Accounts Administrator with ACNA you will be part of our story of steady and sustainable growth and will join us to deliver our purpose and share our values. In this role you will be responsible for the efficient and effective reconciliation and approval of invoices to services ensuring prompt receipt and payment of invoicing, under the direction of the Out of Hospital Care Program Manager. You will report to the Out of Hospital Care Program Manager and support the management team that spans across the various projects.

## Key responsibilities

- Receive invoices and process within 5 business days of receipt
- Reconcile to reports of scheduled services
- Communicate with Service Providers if an invoice is incorrect.
- Identify what has not been invoiced and follow up either the Case Manager to query the scheduled item or the Service Provider to ensure invoice has been issued either via phone and/or email.
- Ensure full reconciliation leaving no unreconciled services present in the report.
- Any other clerical duties as requested by the OHC Program Manager

## Key Accountabilities:

As a fully trained Accounts Administrator your measures of success and Key Performance Indicators (KPIs) for this role will include, but are not limited to:

- Timeliness of invoice reconciliation processing.
- Accuracy of tasks/outputs
- Communication ensuring invoices are received and Case Managers Schedules are updated if needed.
- Working in line with ACNA's policies and procedures
- Demonstrating our values in all you do and in every interaction.

## Capability Expectations

To be successful in this role, Accounts Administrator, you must demonstrate:

- Effective organisation, time management and administration skills
- Intermediate Excel Skills – filtering, sorting etc.
- Sound communication skills with a variety of stakeholders,
- Prioritising workload on a daily basis that is likely to include a high volume of invoices
- Working flexibly in a way that accounts for the peaks and troughs of work
- An ability to adhere to confidentiality and privacy obligations as it relates to the various program requirements
- An ability to work independently each day and within a team to achieve team/project outcomes
- Communicating with a variety of people, internal and external, while positively representing ACNA
- All capabilities in the ACNA Capability Framework at the Individual Contributor level

## Flexibility Expectations

100% of ACNA's roles require our staff to be flexible from where they work each day to the projects they are working on. Examples of this flexibility are:

- **Location:** The location of your work is an ACNA office, with flexibility to work from your home office in negotiation with your manager. You may be required to travel to other ACNA sites as negotiated with you.
- **Support** with surge in other projects: We may ask you to cross-skill in other programs to temporarily support busy-times (also known as surge requirements).
- **Mobility and Progression:** We encourage and support career mobility and progression to other roles in ACNA and encourage all of our staff to consider such options when they are on offer or needed.

## Quality, Health and Safety

All members of the ACNA team are responsible for their participation in quality and safety activities within the context of the role. This includes (but is not limited to) improvement actions such as audits, reviews, quality and assurance measures and drills that result in improvements to client care, staff knowledge and the consumer experience.

All duties must be performed in accordance with ACNA Policies and Procedures including the relevant Work Health and Safety legislation, Equal Opportunity legislation and relevant State Health Code of Conduct.

All ACNA team members are also responsible for promoting a positive safety culture by following all reasonable instructions relating to their own or another person's safety. This includes (but is not limited to):

- Provision of supervision to people under their direction
- Taking actions to avoid, eliminate or minimise hazards
- Seek information on any work they undertake and be aware of the risks and hazards associated with their work
- Report all incidents/hazards/injuries and
- Use Personal Protective Equipment as required and directed
- Complete all mandatory training during the induction period

## Minimum Mandatory Requirements

Compliance requirements

- National Police check
- VEVO right to work
- Working with Vulnerable People check (as per State requirements)

- Influenza Vaccination for current flu season
- COVID-19 vaccination and currency of booster