

# Position Description

<b>Position title</b>	<b>Administration &amp; Finance Officer - Support at Home Program</b>
<b>Reporting to</b>	Executive Manager Support at Home
<b>Number of reports</b>	N/A
<b>Facility/Location</b>	Administration - Tarcoola Village, Shepparton
<b>External contacts</b>	Clients & Client Supporters, Brokered Service Providers, Services Australia, Aged Care Quality and Safety Commission (ACQSC)
<b>Internal contacts</b>	SRV Finance and Support at Home Team
<b>Date</b>	April 2026

## Shepparton Retirement Villages (SRV)

Shepparton Retirement Villages (SRV) is a non-for-profit community-based organisation that was founded by the Rotary Club of Shepparton back in 1968. Since that time SRV has become the largest provider of aged care services in the Shepparton region.

SRV is responsible for the delivery of care across 286 residential aged care beds, 272 independent living units and the Support at Home Program. Services are delivered across 3 campuses; however, our care packages are delivered across Shepparton and the region. The 3 campuses are:

<b>Rodney Park: Mooroopna, 3629</b>	<b>Kialla Gardens: Kialla, 3631</b>	<b>Tarcoola: Shepparton, 3630</b>
<ul style="list-style-type: none"> <li>• <b>Mooroopna Place:</b> 101 bed residential aged care facility</li> <li>• 93 Independent Living Units</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Banksia Lodge:</b> 65 bed aging in place residential care facility</li> <li>• 109 Independent Living Units</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Maculata Place:</b> 120 bed residential care facility</li> <li>• 70 Independent Living Units</li> <li>• Support at Home Program</li> <li>• Administration office</li> </ul>

## Organisational Values

The incumbent must incorporate the values of Shepparton Villages into daily practices in relation to all activities that is you:

1. **Choice** – encourage and promote individual choice and independence
2. **Respect** – Everyone is unique, we listen and demonstrate care and compassion in everything we do
3. **Care** – we care and continuously improve what we do
4. **Passion** – we love what we do and encourage creativity and diversity
5. **Teamwork** – we work together and support others

## Role Statement

This position is a multifaceted position that supports several administration roles within the Support at Home Department. Primarily this position will be responsible for undertaking accounts payable and accounts receivable functions, as well as production of Clients statements and general administrative duties for the Support at Home Program.

The applicant must be flexible and have an ability to manage multiple tasks at any given time both effectively and efficiently.

All these tasks should be completed in line with the mission, values, policy and procedures of SRV and relevant legislation.

## Key Accountabilities

The key responsibility to be executed for this role is as outlined below:

### 1. Finance and Accounts payable/ accounts receivable Support

- Assist with managing the SaH client budgets and purchases with ongoing monitoring of income and expenditure across the quarterly budgets
- Processing of Government Funded claims
- Undertake accounts payable functions for Support at Home transactions
- Liaise with broader finance and accounts payable departments as required

### 2. Administration support

- Filing and archiving support
- Other administrative duties as directed
- A point of contact for phone and face to face enquiries, ensuring all enquiries responded to promptly and appropriately

### 3. Professional Development and Education

- Attend all Mandatory Training as identified for this position.
- Participate in professional development and the performance appraisal process.
- Demonstrates or provides a record of study days or in-service attendances and achievements or qualifications gained.
- Demonstrates a willingness to identify, develop and achieve objectives to improve own personal performance through the performance appraisal process

### 4. Communication

- Promotes and actively demonstrates open, honest communication with excellent listening, verbal and nonverbal skills.
- Communicate effectively but respectfully to external health providers to ensure positive outcomes for residents.
- Identify risks and communicate to the Direct Manager
- Attend and participate in relevant meetings as required
- Demonstrated ability to communicate with other staff members within the team and to participate in meetings and informal problem-solving groups as required or directed by the Direct Manager
- Issues are brought to the attention of the Direct Manager as soon as is practicable.
- Attends and contributes to discussions at meetings

### 5. Be an effective team member

- Work collaboratively with others in order to capture resident's needs.
- Assist and support colleagues in a manner that is empowering.

- Promote positive culture through active engagement in the workplace through concepts of
  - i. Choose your attitude
  - ii. Be there for all
- Make their day, have fun

#### **6. Policies, procedures and work practices**

- Ensure an understanding of and commitment to policies of Shepparton Villages.
- Where required contribute to the development of Shepparton Villages Policies & Procedures.
- To be aware of and implement infection control work procedures
- Ensure an understanding of continuous quality improvement

#### **7. Comply with Aged Care Code of Conduct**

#### **8. Adheres to Occupational Health and Safety policies and safety requirements for self, colleagues and residents**

- Responsible for taking reasonable care of their own and others' psychological health by following safe work practices, participating in consultation, following OHS policies and procedures, and reporting psychosocial hazards or concerns.

#### **9. Use resources efficiently and effectively**

#### **10. Be an effective team member, work collaboratively with others to capture resident's needs.**

#### **11. Meet the needs of the organisation, residents and staff**

## **Key Selection Criteria**

### **Essential skills and experience:**

- Accounts payable and/or receivable experience
- Extensive Experience in windows-based computer skills (I.e. Microsoft Office Suite including Excel) & CRM databases
- A good level of communication skills (written, verbal and interpersonal)
- Ability to work to pre-determined time frames
- Flexibility to work within varying administrative and finance functions
- The ability to problem-solve low level complexity issues and to know when it is appropriate to escalate
- Demonstrated knowledge of accounting/finance systems and their functions

### **Desirable skills:**

- Demonstrated understanding of client budgets systems.
- Experience of working in Support at Home roles

### **Personal attributes:**

- Friendly disposition – point of contact for clients.

- An ability to work independently and is self-motivated
- Ability to organise work in a systematic, accurate and timely manner and be flexible in a changing environment and ability to adapt to the needs.
- Demonstrate strong teamwork and leadership abilities while consistently upholding SRV's values.

**Additional information:**

- NDIS checks are required prior to employment and periodically during employment
- It is recommended for employees to have obtained a minimum of three COVID vaccinations
- Working hours to be parttime Monday- Friday 40 hours per fortnight
- The probationary period for this position is 6 months

**Other relevant information:**

- *Annex 1: Inherent Position Requirements*

**I acknowledge:**

- That I have read and fully understand this Position Description
- I agree that I have the ability to fulfil the inherent requirements of the position and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- I agree that I will participate in a performance review six months after appointment and thereafter every two years with my manager
- I will be required to work in accordance with Shepparton Villages Values and Behaviours, Code of Conduct and policies and procedures
- Shepparton Villages may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

PRINT Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Annex 1: Inherent Position Requirements

Shepparton Villages has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. This role may require the following tasks among other things:

	Tasks	Occasionally (1 - 33%)	Frequently (34 - 66%)	Very frequently (67 - 100%)
Physical	Standing and walking	✓		
	Bending, kneeling, squatting, crouching	✓		
	Tasks involving manual dexterity	✓		
	Tasks involving pushing and pulling	✓		
	Lifting and carrying objects (as per our minimal lift policy)	✓		
	Climbing stairs, ladders	✓		
	Neck flexion/extension and rotation			✓
	Driving motor vehicles/machinery	✓		
	Handling unstable objects or people	✓		
	Exposure to vibration	✓		

<b>Psychosocial</b>	Requirement to meet urgent timelines		✓	
<b>Environmental</b>	Exposure to chemical hazards – dust, gases, fumes, liquids, hazardous substances eg, cytotoxic medication	✓		
	Working in a confined space	✓		
	Working in temperature extremes and exposure to outdoor elements, e.g. cool rooms and working outdoors	✓		
	Slippery or uneven surfaces	✓		