



KARRATHA

Central Healthcare

POSITION DESCRIPTION

Job Title	Client Services / Finance Officer
Status of Employment	Full-Time
Reports To	Practice Manager
Location	Karratha
Direct Reports	Nil

Purpose of the Position:

The Client Services / Finance Officer is responsible for providing high quality reception and financial administration support to both external and internal customers at Karratha Central Healthcare.

In addition to delivering outstanding customer service as part of the reception team, the role will also undertake finance administration tasks such as accounts receivable/payable data entry, cash flow analysis, payroll support and general reporting as required by the Practice Manager.

Hours of Work

The Client Services / Finance Officer will be employed on a full-time rostered basis for 38 hours per week. Hours of work will vary between 7.00am to 7.00pm Monday to Friday.

In addition to your ordinary hours of work (defined in your employment agreement), you may be required to work reasonable additional hours that are necessary to fulfil your duties or as otherwise required.

Primary Responsibilities

- Greeting patients, answering telephone calls, managing client referrals, incoming and outgoing correspondence, booking appointments, ensuring all information is managed correctly, filed and followed up accordingly.
- Finance data entry, including preparation of reports, cashflow analysis and payroll assistance
- Maintaining confidentiality while managing client records.
- Patient billing, cash collection and the preparation of monthly bank reconciliations.
- Other administrative duties as required.



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Key Duties

Reception / Client Service

- Answer the telephone in a courteous and professional manner and respond appropriately.
- Greeting all clients and visitors to the centre, ensuring that sign in and sign out procedures are adhered to.
- Communicate with clients and their carers compassionately and with respect.
- Manage client records in relevant medical software, including registering new clients, managing recall/review appointments and making relevant updates as required.
- Manage daily incoming and outgoing mail, email and faxes.
- Maintain filing and documentation systems.
- Assist and support Clinicians and other staff with administrative tasks and resources (photocopying, laminating, etc).
- Any other duties within existing skills and experience as directed by the Practice Manager.

Finance

- Data entry – accounts receivable and payable, payroll – using XERO software
- Cash flow analysis and reporting
- Raise Purchase Orders and track receipt of goods within delegated authority
- Process client payments and Medicare billings
- Reconcile Organisational Credit Cards
- Follow up overdue accounts
- Ensure the billing and electronic submission of batches are correct.

Occupational Health and Safety

- Maintain a safe environment for patients by ensuring compliance with workplace Occupational Health and Safety policies and procedures and other legal requirements.
- Ensure the practice building and work spaces are conducive to a safe and practical work environment.
- Collaborate with other members of the team to maintain Occupational Health and Safety including appropriate identification and notification of action for hazards, slips, lapses, accidents and incidents.



Selection Criteria

Essential:

- Competency in financial practices, including invoicing/receipting and cashflow analysis.
- Proficiency in the use of Financial management software (Xero, MYOB etc).
- Competency in using the Microsoft Office suite of programs (Word, Excel, Outlook etc).
- Previous experience in a client facing medical or reception position.
- Excellent oral and written communication skills.
- Ability to maintain a high level of professionalism and confidentiality.
- Well-developed organisational skills and ability to prioritise and meet timelines.
- Demonstrated initiative and self-motivation.
- High standard of personal presentation.
- Ability to work until 7pm on a rostered basis.
- Current NDIS Worker Screen, WA C Class Driver's Licence and Working with Children's Check.

Desirable:

- Experience in the use of XERO financial software.
- An understanding of the Medicare Benefits Schedule.
- Previous experience with Communicare or similar Health Management software.
- An understanding of medical and/or allied health clinical environments.

Reviewed	April 2021
Approved	Chief Executive Officer