

Position Description

Position Title	Senior Finance Officer
Position Number	30100590
Division	Finance and Resources
Department	Resident Services Billing Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative G2 L1
Classification Code	HS2
Reports to	Financial Controller
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	- National Police Record Check - Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Senior Finance Officer is responsible for providing high quality administrative support to the Resident Services Supervisor located within the Resident Services area. This will include bed returns, new resident agreements, invoicing into the MANAD and liaising with our various Nursing Homes, staff and residents.

Maintaining the Resident Services area, they will deal with both potential and current residential care patients and families on a daily basis, whilst providing direction for residents and families to services within Bendigo Health. They will apply expert knowledge of trust account operations to ensure reconciliations and reporting is maintained for all psychiatric and resident trust accounts according to relevant legislation, standards and Bendigo Health policies & procedures.

Responsibilities and Accountabilities

Key Responsibilities

- Preparation of Resident Agreements and any letters/trust authority forms for new Nursing Home residents, including liaising with families to ensure all documentation signed and returned. Prepare Deed of Variation statements for bed moves and variances to current Agreements.
- Provide exceptional communication with all customers, both internal and external in person, via email or on the phone. This includes attending meetings with patients and/or patient families, answering questions or providing information to wards, nursing homes, managers, doctors, doctor's rooms, health funds, insurers, patients, patient families, solicitors, State Trustees, next of kin and the general public for Nursing Home patients.
- Independently monitor Daily Bed returns for Nursing Homes in MANAD, including running and compiling current ward listings. Liaise with our various Nursing Homes to ensure listings are current and accurate.
- Facilitate the generation of all Nursing Home fee invoices monthly generated from MANAD including patient clothing label and telephone charges. Collate and distribute to resident families, next of kin and State Trustees.
- Preparation and reconciliation of direct debit allocations for nursing home fees to Resident or Psychiatric Trust bank accounts. Preparation of journals into Oracle and the bank reconciliation of both bank accounts.
- Maintain outstanding Nursing Home fees in MANAD, issuing reminders and calls to State Trustees, families and residents. Liaise with Bendigo Health's debt collection agency to further pursue outstanding balances.
- Preparation of journals and financial information to internal and external stakeholders in a timely manner to meet regular and adhoc deadlines.
- Comply with and keep up-to date with any legislative changes in relation to the Aged Care Act 1997, Fees and Payments Principles and relevant requirements of the Living Longer Living Better Reforms.
- Maintain the Accommodation Bond register ensuring compliant with Legislation and that the integrity of the data is maintained.
- Prepare and interpret data for the annual Prudential Compliance reporting and other internal or external reporting as required.
- Provide monthly data collection and distribution of ACFI Occupancy information to Nursing Home Managers.

- Attend VCAT hearings relating to Residents as Bendigo Health Finance representative when required.
- Maintain Nursing Home Benefits Claim spreadsheet for month end data collection including liaising with Services Australia regarding anomalies with the claim.

Key Selection Criteria

Essential

1. Experience in trust account management, debtor management or revenue raising in a large organisation and/or health organisation.
2. Previous experience in the use of software packages including Oracle, Manad and Microsoft 365 or demonstrated ability to learn new integrated database system.
3. Experience exercising discretion and confidentiality with sensitive information.
4. Strong communication and relationship building skills with internal stakeholders (e.g., Coordinators, NUMs/clinical leads, Social Work, Finance) and external stakeholders (e.g., ACAS/ACAT, hospitals, community services, advocates).
5. Strong organisational skills to manage competing priorities, meet deadlines, and maintain accuracy in high volume environments.

Desirable

6. Previous experience working within a public health environment or Residential Aged Care.
7. Familiarity with residential funding arrangements and terminology (e.g., means testing, basic daily fees) sufficient to explain and direct residents/families appropriately.
8. Possess or working towards Certificate 3 in Business Administration or above, or other relevant qualification

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health

- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.