

Position Description

Position Title	Supervisor
Position Number	30102267
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 G4 L1 – G4L5
Classification Code	HS4 – HS29
Reports to	Financial Controller
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • 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 Resident Services Supervisor is responsible for leading Bendigo Health's Residential Aged Care Resident Services function, ensuring the effective administration of resident admissions, accommodation agreements, resident billing, trust accounts, accommodation deposits and prudential compliance requirements.

The position provides operational leadership and supervision to the Aged Care Support Officer and acts as the organisation's subject matter expert in aged care resident financial management and legislative compliance.

The role works closely with Residential Aged Care Managers, residents, families, resident representatives and external stakeholders to ensure resident financial matters are managed accurately, efficiently and compassionately.

The position contributes to continuous improvement initiatives, compliance activities, audit requirements and strategic developments affecting Residential Aged Care services.

Responsibilities and Accountabilities

Key Responsibilities

Resident Admissions and Accommodation

- Coordinate resident financial admission processes across Bendigo Health Residential Aged Care facilities.
- Prepare and administer resident accommodation agreements and associated documentation.
- Provide residents and their representatives with advice regarding accommodation payment options and financial obligations.
- Ensure resident admissions are processed accurately and within required timeframes.
- Liaise with Residential Aged Care staff to support occupancy management and admission processes.
- Maintain accurate resident accommodation and admission records.

Resident Financial Management

- Administer resident accommodation payments including Refundable Accommodation Deposits (RAD), Daily Accommodation Payments (DAP) and accommodation contributions.
- Calculate and maintain resident fees and charges in accordance with legislative requirements.
- Ensure resident accounts are raised accurately and in a timely manner.
- Monitor and follow up outstanding resident accounts.
- Resolve complex resident financial enquiries and account issues.
- Ensure fee schedules and accommodation charges are updated when legislative changes occur.

Resident Trust Accounts

- Oversee the operation and integrity of resident trust accounts.
- Ensure all trust account transactions are processed accurately and in accordance with legislative requirements.
- Complete trust account reconciliations and reporting requirements.
- Maintain appropriate internal controls over resident funds.
- Liaise with residents, authorised representatives and Powers of Attorney regarding trust account matters.

Prudential Compliance and Governance

- Maintain the Accommodation Deposit Register and associated resident accommodation records.
- Coordinate the preparation of annual Prudential Compliance Statements and supporting documentation.
- Ensure compliance with all accommodation deposit and prudential requirements under relevant aged care legislation.
- Assist with internal and external audits relating to resident funds, accommodation deposits and prudential compliance.

Legislative Compliance

- Maintain expert knowledge of:
 - Aged Care Act
 - Aged Care Principles
 - Prudential Standards
 - Accommodation Payment legislation
 - Residential Aged Care funding requirements
- Monitor legislative and regulatory changes affecting resident services.
- Implement required process, system and policy changes arising from legislative amendments.
- Ensure Bendigo Health remains compliant with all resident financial management obligations.

Financial Administration and Reporting

- Assist with month-end processes, reconciliations and reporting requirements.
- Maintain resident services statistics and performance reporting.

Key Selection Criteria

Essential

1. Demonstrated experience in residential aged care administration, resident services, finance or a related field.
2. Sound knowledge of the Aged Care Act, accommodation payment arrangements and residential aged care funding requirements.

3. Demonstrated experience administering resident fees, accommodation payments, accommodation deposits and/or trust accounts.
4. Strong interpersonal and communication skills with the ability to communicate effectively with residents, families and stakeholders.
5. Demonstrated ability to interpret and apply legislation, policies and procedures.
6. Strong organisational skills with the ability to manage competing priorities and meet deadlines.
7. Advanced computer skills including Microsoft Excel and financial management systems.

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.