

POSITION DESCRIPTION

Melbourne
Teaching
Health Clinics



POSITION TITLE:	Accounts Assistant
REPORTING TO:	General Manager – Finance and Business Services
CLASSIFICATION:	1
EMPLOYMENT TYPE:	Part-time, 0.6FTE
NUMBER OF REPORTS:	0

The Organisation

About Melbourne Teaching Health Clinics

Melbourne Teaching Health Clinics (MTHC) is a wholly owned subsidiary of the University of Melbourne and provides world class clinical training opportunities for the Faculty of Medicine, Dentistry and Health Sciences students. It also provides patient access to high quality health care for members of the Victorian community, within a private practice setting. There are six clinical areas that are central to this service, and they include general practice, dentistry, eye care, hearing, speech, and psychology.

Because there is a teaching and learning component to our service, the MTHC clinics are generally very affordable while at the same time contributing to the strong future of our health and medical system in developing the next generation of our doctors, dentists, optometrists, audiologists, speech pathologists and psychologists.

MTHC places a high level of importance on providing an environment to our staff, patients and students that reflect the values of our organisation. These values have been verified by all our staff as being fundamental to the way we operate with each other, our people and our patients. To be ethical, accountable, collaborative and compassionate are values we aspire to live and deliver at all levels of our interactions in our workplace.

As part of the way we see our organisation now and into the future we have a mission statement that contemplates MTHC providing sustainable, high quality, comprehensive clinical training and patient care for the University of Melbourne and the wider community. And our vision is to be recognised as an innovative, international leader in the provision of Teaching Health Clinics.

Melbourne Teaching Health Clinics Values

We foster a values-based culture of innovation and creativity to enhance the teaching performance of the Melbourne Teaching Health Clinics and to achieve excellence in patient and student outcomes.

We invest in developing the careers and wellbeing of our people and students and expect all our staff to live our values of:

- Be ethical
- Be accountable
- Be collaborative
- Be compassionate

We recognise the importance of role modelling behaviours in our workplace that reflect our values, and we strive to ensure our decision making and actions are aligned with these values in everything we do.

Position Summary

Working within the MTHC finance team, this role will provide support to the MTHC's financial and business practices.

The role will assist in completing finance tasks including but not limited to, preparation and processing of Accounts Receivable and Payable, preparation of daily banking, cash management and receipting, management of suppliers, and supporting the effectiveness of overall MTHC finance functions.

Essential Selection Criteria

- Relevant qualifications preferably in Finance/Accounting or equivalent combination of relevant experience and education
- Well-developed organisational skills and strong attention to detail
- Ability to demonstrate initiative in following through on a range of competing tasks
- Strong interpersonal and communication skills, with the ability to represent the Melbourne Teaching Health Clinic to external stakeholders
- Demonstrated ability to build and maintain effective and productive working relationships with a wide range of internal and external stakeholders
- Sound computer skills including all MS Office products
- Demonstrated ability to work effectively as a member of a team and deliver high quality customer service

Key Relationships (Internal and External)

- Melbourne Teaching Health Clinics Corporate Staff
- Melbourne Dental Clinic
- Shepparton Medical Centre
- Melbourne Hearing Care Clinic
- Melbourne Speech Pathology Clinic
- Melbourne Eyecare Clinic

Key Accountabilities

Key Responsibilities	Measures/Key Performance Indicators (KPIs) to be achieved
Financial Compliance <i>Under the direction of the General Manager – Finance and Business Services;</i> • Perform day-to-day financial transactions, including verifying, computing, posting Accounts Payable (AP) invoices and releasing payments for all clinics • Manage monthly and adhoc Account Receivable (AR) requested, generate Account Receivable batches and invoices • Assist with the cash management of the business, including receipting and daily banking to ensure all transactions are accounted for and the bank statements balance • Liaise with internal stakeholders in relation to bank reconciliation matters • Support the organisation's corporate credit card process by allocating expenses, liaising with senior staff and processing staff reimbursements • Assist with the outstanding debtor's review • Assist with ad hoc finance and administration tasks • Ensure the Fixed Asset Register is accurate, complete, balances to general ledger	• AP invoices initiated in PW Web workflow on time and weekly AP payment released within the timeline • Patient refund and staff reimbursement released weekly • Credit card expenses reconciled and processed in time for month end • Regular General Practitioner (GP), General Dentist Practitioner (GDP), Audiologist and Optometrist payments calculated correctly and paid within the required timeframes • AR requests, including monthly prepayment requests, responded in a timely manner • Monthly bank reconciliation and daily bank entries completed within the timeline • Cash/cheque collected deposit within the timeline • Fixed Assets capitalised within one (1) month of purchase and depreciated assets retired as required
Financial Management <i>Under the direction of the General Manager – Finance and Business Services;</i> • Support the annual financial audit by providing AP, AR and bank reconciliation reports as well as providing supporting documentation and data for the auditors • Interface with general ledger to ensure the provision of accurate financial data • Support the month end closing processes for AP and AR	• Audit queries responded to in a timely manner • General Ledger integrity maintained and accounts created as required • Debtor and revenue data extracted and summarised where required

Customer Service • Provide timely responses to supplier's queries re their accounts • Develop effective business relationships with appropriate internal stakeholders of the business • Support the staff across MTHC in office administration including stationery ordering, minor equipment purchases and miscellaneous supplies	• Positive staff feedback from internal surveys on the customer service function of the finance team • Supplier and contractor relationships maintained • Office supplies are replenished prior to stock shortages
Quality Improvement • Support the General Manager – Finance and Business Services to ensure the development and implementation of continuous quality improvement programs • Support the General Manager – Finance and Business Services to evaluate, develop and implement further programs and changes based on outcomes	• Quality program and outcomes documented • Improvements to MTHC processes and systems documented and demonstrable
Occupational Health and Safety • Take an active role in contributing to a safe and healthy workplace • Adherence to relevant legislation and policies	• 100% training compliance achieved
General • Maintaining staff and patient confidentiality at all times • Maintaining skills to enhance organisational capability, culture and services • Ensure practice is aligned with MTHC's philosophies and standards both clinically and professionally • Carry out other responsibilities as directed	• Demonstrates appropriate and professional workplace behaviours that are in line with MTHC's core values, policies and procedures • Provides assistance to other team members as required or requested
Values and Behaviours • Effectively and proactively support MTHC's Mission, Vision and Values • Positively and constructively represent MTHC by role modelling values in action and actively supporting the Mission, Vision and Values	• Positive engagement with the Performance Development Framework (PDF) and Performance Appraisals, addressing values and behaviours • Positive feedback from all stakeholders, for example: ○ Clients

• Positively and constructively represent MTHC to all stakeholders • Contribute to a diverse and inclusive workplace free of discrimination, harassment and bullying • Operate as a team member to achieve team and MTHC goals • Ethically and respectfully build and maintain effective working relationships	○ Team members ○ Colleagues ○ Managers / supervisors • Demonstrated positive relationships established and maintained with colleagues • Participation in employee engagement surveys
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Special Requirements

Whilst Melbourne Teaching Health Clinics is a subsidiary of the University of Melbourne it is a separately registered not-for-profit company in its own right. MTHC operates a number of teaching health clinics in Melbourne and country Victoria. The role may be required to provide additional on-site support to these clinics.

Occupational Health and Safety (OH&S) Responsibilities

The Melbourne Teaching Health Clinics has policies and procedures which comply with the *Occupational Health and Safety Act 2004*, which require all staff to contribute to the maintaining of a safe and healthy workplace.

All staff members are required to exercise their duty of care and:

- Take reasonable care for their own safety, as well as for others in the workplace who can be affected by their actions;
- Refrain from misusing or damaging any equipment which is provided to protect or enhance the health and safety of staff;
- Comply with legitimate requests from Melbourne Teaching Health Clinics which are in accordance with published policies and/or OHS legislation;
- Ensure they do not knowingly place other staff at risk through their actions;
- Report incidents and potential health and safety risks to their OHS Representative in a timely and appropriate manner;
- Host visitors and/or contractors at the campus in a manner consistent with the requirements of the OHS policy.

Diversity and Inclusivity Statement

Melbourne Teaching Health Clinics are committed to a diverse and inclusive workforce free from all forms of discrimination. We value the unique backgrounds, experiences and contributions that each person brings to our community, and we encourage and celebrate diversity. Indigenous Australians, those identifying as LGBTQIA+, females, people of all ages, with disabilities or culturally diverse backgrounds are encouraged to apply for our roles. Our aim is to create a workforce that reflects the community in which we live. We actively work to remove barriers to ensure all employees enjoy full participation in the workplace. We adopt our diversity and inclusivity policies from the University of Melbourne and can be viewed at <https://staff.unimelb.edu.au/diversity-inclusion>.

Document Control

Date Developed:	Developed and Reviewed By:
16 August 2022	General Manager – Finance and Business Services, MTHC People & Culture Team, MTHC