

Position Description

Position Title:	Aged Care Finance Coordinator
Reports to:	Manager Financial Services
Department:	Finance
Directorate:	Finance, ICT & Health Information Services
Cost centre:	R1858
Code & classification:	Managers & Administrative Workers Grade 3 Levels 1-5 (HS3-HS15)
Employment conditions:	Victorian Public Health Sector (Health & Allied Services and Managers and Administrative Officers) Single Interest Enterprise Agreement 2021-2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time).

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health 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).

POSITION SUMMARY

The Finance & Aged Care Coordinator works under the supervision of the Manager Financial Services and is responsible for the financial and administrative management of persons entering and residing permanently or temporarily in GV Health's Residential Aged Care Facilities.

This position is a specialised role which has responsibility for generating monthly accounts, completing monthly statistical reporting, preparing General Ledger reconciliations, maintaining the GV Health Accommodation Bonds Register, reconciling Medicare payment summaries, engaging in complex problem solving and providing support to GV Health IT Department and the GV Health Aged Care Facilities Management and Admissions staff with Manad system maintenance.

The Finance & Aged Care Coordinator represents the GV Health Finance Department during resident intake and contract meetings, and is responsible for providing ongoing specialist advice to residents and their representatives.

This position is responsible for liaising with facility management, Services Australia and external auditing teams to ensure accurate financial information is provided and retained by all parties. The Finance & Aged Care Coordinator is accountable for ensuring financial tasks relevant to the GV Health Aged Care Facility's star ratings as well as ensuring relevant Aged Care Act 1997 compliance requirements are met.

The Finance & Aged Care Coordinator may be required to consult with GV Health Legal Counsel, GV Health external debt collection agents and may also be required to represent the GV Health Finance Department at VCAT.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Liaise with residents, and/or their representatives, in regards to fees and charges payable upon entry or during tenure within GV Health's Aged Care facilities
- Ensure financial directives from Services Australia fee letters are adhered to and are set up accordingly in the Residential Aged Care financial management information system, liaise with residents or their representatives, and/or facility staff where required, to ensure understanding of the directives
- Maintain GV Health's Residential Aged Care Accommodation Bonds Register and ensure completion of the monthly reconciliation to the Residential Aged Care Accommodation Bonds bank account
- Ensure timely refunds of overpaid fees, or Accommodation Deposits, as per the strict timeframe guidelines stipulated in the Aged Care Act 1997
- Act as a first point of contact for stakeholders requiring advice or guidance with initial and/or complex financial queries pertaining to Resident Accommodation Agreements, Resident Fees and Charges and other aspects of financial compliance to the Aged Care Act for Residential Aged Care at GV Health
- Act as a first point of contact for the GV Health Annual Aged Care Financial Report audit, in association with the Financial Controller, liaise with external auditors, facility management and admissions staff to ensure the needs of external auditors are met
- Maintain an up to date knowledge of changing legislation impacting Residential Aged Care fees and charges
- Develop and apply any necessary changes to processes to ensure continued compliance to the Aged Care Act, other Australian Government agencies requests or specific GV Health directives
- Raise and audit monthly invoices for residents
- Complete monthly Direct Debits
- Follow up on outstanding debtor accounts, including, where necessary, liaising with GV Health Legal Counsel, engaging debt collection agents or pursuing VCAT action
- Complete reconciliations of the payments and supplements payable to GV Health as per the Australian Government's monthly payment summary (Commonwealth Claim), follow up on issues or anomalies with Services Australia, Manad system developers or facility management, as required
- Take independent steps/determine appropriate courses of action when financial account issues arise or when other issues relating to GV Health's compliance to the Aged Care Act are escalated for a Finance review, take steps to resolve issues and/or offer problem solving solutions
- Maintain GV Health's Residential Aged Care Financial Procedure Manual, ensuring strict adherence to the associated GV Health policies and standard work practice documents
- Manage updates, changes and new system user requests within the GV Health Aged Care financial management and information system (Manad). Develop user training guides, provide in person training sessions on Finance modules where required and liaise with Manad system developers in regards to issues or system improvements where required
- Prepare and provide monthly and ad-hoc reporting, convey feedback - such as audit recommendations or new or updated processes, to GV Health Management teams, Facility Managers and other relevant facility staff to ensure GV Health's ongoing compliance to the Aged Care Act
- Process monthly revenue via general journal, ensure accurate cost centre/subjective allocation and debtor account balancing at all times

KEY SELECTION CRITERIA

Essential:

- Nationally recognised qualification in Business Administration/Business/Accounting, or several years relevant financial administrative experience with a demonstrated knowledge in accounting principles
- Highly developed written and interpersonal skills and demonstrated ability to negotiate and communicate effectively with all stakeholders, including staff, customers and other external services
- Ability to work as a cooperative team member in a multi-disciplinary environment
- Ability to work autonomously and prioritise workloads to achieve deadlines and adhere to strict timelines
- Demonstrated experience with data management systems with a high level of computer literacy skills, including a thorough understanding of the Microsoft Office suite and intermediate Microsoft Excel skills
- Competent knowledge of the relevant aspects of Aged Care Act pertaining to Financial Residential Aged Care management

Desirable:

- Strong background and practical knowledge of Aged Care Finance
- Strong background and practical knowledge of Accounts Receivable functions, including debtor management processes
- Strong problem-solving skills in order to enable investigation and resolution of the needs and problems that may arise within the role
- Experience with the Manad software system
- Experience in interpreting communications from Services Australia
- Experience in reconciling Medicare monthly payment statements

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Attendance and active participation at meetings, as required;
- Compliance with training requirements as outlined in the GV Health Education Framework;
- Participation in the Performance and Development review process;
- Actioning of Services Australia fee advice letters within appropriate timelines;
- Management and preparation of monthly invoices, monthly reconciliations and processing of monthly revenue into the General Ledger;
- Onboarding of incoming residents, ensuring GV Health's financial requirements are met and comply with the Aged Care Financial Report audit and other prudential compliance deadlines]

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
 - Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
 - Development and maintaining of collaborative relationships with all other teams and professionals;
 - This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
 - Maintain a safe working environment for yourself, your colleagues and members of the public;
 - Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
 - Contribute to organisational quality and safety initiatives;
 - Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
 - Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
 - Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
 - Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
 - Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
 - Comply with the principles of patient and family centred care;
 - Not smoke or vape on GV Health premises;
 - Comply with immunisation requirements as per the Department of Health Victoria;
 - Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements. What are these
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ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept 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 acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Finance, ICT & Health Information Services**Aged Care Finance Coordinator**

Reviewed by:

Noella Taylor

Issue Date:

October 2025

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)