

Position Description

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| Position Title: | Medical Workforce Invoice Coordinator |
| Reports to: | Manager Medical Workforce |
| Department: | Medical Workforce Unit |
| Directorate: | Medical Services |
| Cost centre: | P0904 |
| Code & classification: | Grade 3, Level 1 – 5 (HS3; HS22 – HS25) |
| Employment conditions: | Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) 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 Medical Workforce Unit (MWU) provides a range of strategic and operational services to support medical staff at GV Health. The Medical Workforce Invoice Coordinator is an integral part of Medical Workforce and provides valuable administrative and clerical support. This role is responsible for keying invoices, processing of supplier payments, internal payments, report preparation, customer service, and other duties relating to services provided by the MWU

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Undertake clerical duties such as batching and keying invoices, processing of information into excel spreadsheets.
- Undertake invoice portfolio duties and tasks as directed by the Manager Medical Workforce and overseen by the Medical Workforce Senior Coordinator
- Adhering to secondment health service arrangements including external hospital timesheets and billing
- Ensure there is financial responsibility and accountability across the functions under the positions control and report on any variance where required.
- Ensure that invoices are processed only once they have been authorised per the Instrument of Delegation (IOD) and have the appropriate cost centre and account code supplied.
- Check invoices to ensure no invoice duplication and that they are ATO compliant.
- Ensure invoices are imported regularly and processed as per procedures.

- Provide point of contact for medical workforce invoice queries.
- Ensure relevant authority to engage documents are completed for locum placements.
- Facilitate as required the coding, processing and payment of invoices.
- Liaise with agencies to address concerns and matters arising from invoices
- Ensure details of all medical staff are accurately maintained of the relevant database(s)
- Ensure that all files, records and registers are maintained in accordance with prescribed legislation, standards and guidelines and conduct audits periodically to ensure compliance
- Develop employment related policies, processes and resources that comply with legislative requirements and support the achievement of positive outcomes for GV Health
- Actively seek out ways to continuously improve employment-related systems, processes and practices throughout the organisation to eliminate inefficiency and reduce errors
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Undertake other duties as directed by the Medical Workforce Senior Coordinator, Medical Workforce Manager and senior management consistent with the classification and scope of this position

KEY SELECTION CRITERIA

Essential:

- Proficiency with technical and administrative process relevant to human resources, data entry and invoice management
- Time management skills and the ability to use initiative to plan, prioritise work and meet deadlines.
- Keeping track of all payments and expenditures, including invoices, statements, etc.
- Reconciling processed work by verifying entries and comparing system reports to balances
- Maintaining historical records
- Paying vendors by scheduling payment terms and ensuring payment is received for outstanding credits
- Responding to all vendor enquiries regarding MWU
- Demonstrated technical ability to coordinate competing priorities.
- Independently organise and action the day-to-day tasks within the allocated portfolio and escalating to the Medical Workforce Senior Coordinator for complex issues.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Number of invoices processed daily is of a high number and accurate and timely.
- Number of errors in entering invoices is minimal.
- 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;
- Policies, processes and resources developed are 100% compliant with employment legislation, regulations and Government policy (as varied from time to time)
- Maintenance of accurate and complete files, records and data

- Continuous improvement of systems and processes to increase efficiency and reduce errors
 - Provision of timely, accurate and consistent information, advice and support
 - Maintenance of professional working relationships with all internal and external stakeholders
 - Protection of sensitive and confidential information obtained in the course of employment
 - Early referral of high risk/contentious issues to Manager Medical Workforce
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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 pre-employment checks including but not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.
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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 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.

| Medical Services | Medical Workforce Officer |
|-------------------------|----------------------------------|
| Reviewed by: | Director Medical Services |
| Issue Date: | May 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](#)