

# Position Description

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| <b>Position Title:</b>            | Finance Officer                                                                                                                                                                                                                                   |
| <b>Reports to:</b>                | Manager Financial Services                                                                                                                                                                                                                        |
| <b>Department:</b>                | Finance Department                                                                                                                                                                                                                                |
| <b>Directorate:</b>               | Finance, ICT & Health Information Services                                                                                                                                                                                                        |
| <b>Cost centre:</b>               | R1858                                                                                                                                                                                                                                             |
| <b>Code &amp; classification:</b> | Grade 2, Level 1 – 5 (HS2; HS18 – HS21)                                                                                                                                                                                                           |
| <b>Employment conditions:</b>     | Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025 – 2027 and its successors and GV Health Policies and Procedures (and as varied from time to time) |

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**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).

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## POSITION SUMMARY

The Finance Officer works under the supervision of the Manager Financial Services to help achieve the objectives of the Finance Department.

The Finance Officer is a multi-disciplined, multi-skilled role which provides specialised clerical support to several of the Finance Department portfolios including Payment Services, Revenue Services, Cashier, Medical Payments and Residential Aged Care Finance.

The Finance Officer will be required to collaborate at times with patients, customers, vendors, GV Health Department Managers as well as other members of the Finance Department to ensure the financial requirements and goals, as stipulated by GV Health's Standard Work Practices and the Department of Health's reporting timeframes, are achieved.

At the direction of the Manager Financial Services or the Financial Controller, the Finance Officer will undertake any clerical tasks assigned to the role, including, but not limited to, payment services functions, revenue services functions, cashier functions, medical payment functions and residential aged care finance functions.

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## RESPONSIBILITIES AND DUTIES

**The following duties are inclusive of but not limited to:**

- Supporting GV Health's Manager Financial Services, Financial Controller and the Finance Team in delivering high quality financial services to GV Health.
- Deliver on the KPI's set for the Finance Officer as outlined by the Manager Financial Services and Financial Controller.
- Develop an appropriate level of understanding of the day to day tasks required to effectively support the Payment Services, Revenue Services, Cashier, Medical Payments and Residential Aged Care Finance portfolios.

- Develop a high level of expertise in the various Financial Systems used at GV Health, including but not limited to Oracle, Appgen, i.PM, MedFeps, Manad and the Kesto scanning suite.
- Maintain the integrity of data entered or stored within the various Financial Systems and electronic files as per the GV Health Standard Work Practice guidelines.
- Action all telephone, email and posted mail queries from customers, suppliers, Department Managers and other GV Health staff in a timely and professional manner.
- Prepare and provide data and responses efficiently if requested by the GV Health internal and external auditors, in consultation or by request of the Manager Financial Services and Financial Controller.
- Meet End of Month and other financial deadlines within timeframes as stipulated by the Manager Financial Services and Financial Controller.
- Undertake relevant professional development and training to successfully meet ongoing requirements of each portfolio.
- Attend meetings as required.
- Provide leave coverage and perform other duties as stipulated in the PD's for Payment Services Officer, Revenue Services Officer, Medical Payments Coordinator or Aged Care Financial Coordinator, as directed by the Manager Financial Services or Financial Controller.
- Understand and apply the requirements of the various GV Health Finance Department Standard Work Practices as well as the GV Health Instrument of Delegation (IOD) and other GV Health policies and procedures when working within an applicable portfolio.

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## **KEY SELECTION CRITERIA**

### **Formal Qualification(s) and Required Registration(s):**

#### **Essential:**

- Effective time management skills and the ability to use own initiative to identify and prioritise work deadlines when required.
- Experience with financial or other data management systems requiring high volumes of data entry whilst ensuring a high focus on accuracy and efficiency.
- A very high level of computer literacy, including having a thorough working knowledge of the MS Office suite, and in particular, Excel and Outlook.
- Highly developed written, verbal and interpersonal communication skills.
- Ability to work as part of a team as well as independently, ability to establish positive relationships and work effectively with others to achieve both the organisation's and the Finance team's objectives.
- Strong problem-solving skills to enable investigation and resolution of issues which may arise within any of the Finance Department portfolios.

#### **Desirable:**

- Prior experience in a health finance office and/or a strong understanding and practical knowledge of finance functions within a healthcare setting including an understanding or experience in payment services functions, revenue services functions, cashier functions, medical payments functions and/or residential aged care finance functions.
  - Experience in using the specific financial management systems in operation at GV Health including Oracle, Appgen, i.PM, MedFeps, Manad and the Kesto scanning suite.
  - Knowledge and understanding of basic accounting principles and/or Department of Health reporting requirements.
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## 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;
  - Demonstrated responsiveness and adaptability to undertake requests as directed by the Manager Financial Services or Financial Controller;
  - Cooperative willingness to take on unfamiliar tasks at short notice;
  - Ability to independently identify areas of need within the Finance and prioritise own workload accordingly;
  - Ability to work as a cooperative and communicative team member but also autonomously when required;
  - Completion of administrative and operational tasks to a high level of accuracy, efficiency and attention to detail;
  - Commitment to following GV Health's policies, procedures and adherence to the Finance Departments strict reporting and other deadlines
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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 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.

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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.

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| <b>Finance</b>      | <b>Finance Officer</b>       |
|---------------------|------------------------------|
| <b>Reviewed by:</b> | Manager – Financial Services |
| <b>Issue Date:</b>  | September 2026               |

## 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](#)