

## Position Description - Finance Assistant

<b>Position Title:</b>	<b>Finance Assistant</b>
<b>Work Location:</b>	Drouin
<b>Employment Conditions:</b>	Permanent/ Casual/ Short Term
<b>Award Classification:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 <i>Headway Gippsland proudly pay above Award conditions</i>
<b>Tenure:</b>	Short Term Contract Length / Delete
<b>Position Reports To:</b>	CEO/Finance Manager

### About Headway Gippsland

Headway Gippsland Inc. is a not-for-profit organisation operating in Gippsland, Victoria and has been providing services to those with acquired brain injuries since 1981.

The provision of disability services is undergoing major reform and to ensure that Headway Gippsland Inc. can continue to be a leading provider, we now provide services to persons with disabilities of all ages. With offices based in Morwell, Drouin and Newborough, we have staff operating across the region. Headway is registered with the Australian Charities and Not-for-profits Commission.

### Our Workplace

Our mission is to provide exceptional services to individuals with an acquired brain injury (ABI) and other disabilities and their careers, in order to participate in all aspects of community life. Ours is a vision of a society that is inclusive of all.

Our people are our priority and our proudest strength as an organisation – with low turnover, and above award conditions, we hold ourselves accountable for attracting, retaining and recognising great people to ensure a high standard of service for our participants.

In 2021, we launch our performance development program, enabling us to build our training and career pathways, as well as our individual development goals. This is an exciting progression for our business and testament to our commitment to our staff, our participants and our overarching services to the community.

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### About The Role: Finance Assistant

The Finance Assistant is an important contributor to the Finance Team at Headway Gippsland. This role is the base level administrator working alongside and supporting the team of senior and supervisory finance professionals.

The Finance Assistant will be responsible for payroll administration including collation and reconciliation of timesheets against our CRM/records system. They will also contribute to some of the fortnightly payroll activities in our software, ensuring accurate and appropriate entries backed by employee data, conditions and penalties.

The role will also aid the team with invoicing, debtor management and support the processing of bills when necessary. This includes the generation of invoices for our Planning Team or other departments where appropriate.

Additionally, the Finance Assistant will be responsible for the reception and customer service administration. A high level of customer service is required, as well as the ability to multitask and prioritise to ensure efficient operations. The role will work day to day on a wide range of financial and general administration tasks in compliance with the National Disability Insurance Scheme (NDIS) and Australian Tax Office requirements, and under the leadership of our Finance Team members, senior administration and management.

This is a privileged position in that it has immediate access to confidential company and personal data. Confidentiality and professionalism are essential to the role, and data must be maintained and not utilised in any manner not consistent with the duties of the role.

### KEY RESPONSIBILITIES

#### Reception/Participant Contact

- Reception duties, including receipt and distribution of all incoming phone, email and general correspondence
- Ensure all incoming phone calls are attended to in a prompt and timely manner
- Meet and greet participants and visitors providing exceptional customer service
- Ensure adequate supplies of consumables such as stationery, printing and kitchen supplies

#### Finance Support

- Assist the finance team in a range of administration functions
- Produce invoices for plan managers and for other aspects of the business
- Collation of timesheets
- Timesheets vs CRM Reconciliation
- Provide support for the processing of bills as needed
- Debtor management
- Maintain excellent financial and administrative record keeping
- Assist with other duties for which you are suitably skilled

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### General Administration

- Undertake a wide range of general administration including internal and external correspondence, file management and record keeping
- Ensure accurate, thorough and clear records and details are maintained
- Demonstrate awareness and understanding of administrative standards as well as applicable policies and procedures including references to the NDIS, ATO, Fair Work Act, and Headway Gippsland delegations of authority

### Client contact

- Provide an efficient, welcoming point of contact for actual and potential participants, carers and related parties, enabling participants to access and receive professional services from Headway
- Effectively manage face to face and telephone participant contact and relay accurate content to our CRM system and participant files
- Handle emergency participant situations and matters with appropriate urgency, empathy and professionalism to provide quality professional services.
- Demonstrate an appropriate level of verbal and written communication skills, to assist participants and provide a high level of quality service to participants.
- Administer all professional correspondence with our participants in a time-efficient and organised manner, in the timelines committed.

### Policies, Procedures & Systems

- Adhere to, and comply with Headway organisational policies, processes and procedures, using appropriate systems where required.
- Model the organisation's values, play a role in raising the profile of these values and associated behaviours, including a positive contribution to workplace harmony and displaying cooperative team behaviour.
- Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).

### Continuous Improvement

- Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals.
- Demonstrate support for new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.

### Other

- Perform additional duties from time to time, as required by management or as stipulated in individual performance development plan

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### REPORTING

<b>Line Manager:</b>	Finance Officer – Level 1
<b>Manages:</b>	Nil
<b>Key Stakeholders:</b>	External parties and the general public, our internal Planning and Support Teams, Volunteers, Participants, Employees and Management.
<b>Note:</b>	Reporting arrangements may change from time to time depending on business requirements.

### KEY PERFORMANCE INDICATORS (KPI'S)

- Ability to manage and prioritise routine and ad hoc financial administrative tasks assigned.
- Maintain a high level of discretion and confidentiality, professionalism and service standards (internally and externally).
- Completion of set tasks with a high degree of quality, reliability and accuracy
- Ability to work autonomously within a small team, to appreciate differences and to build collaborative relationships which support financial administration processes.
- Demonstration of organisational and time management skills and the ability to prioritise tasks and timeframes.
- Capacity and willingness to learn and contribute to the functions and activities of Finance, and more widely, Headway Gippsland
- Demonstrated customer service skills that are in line with the values of the organisation.
- Exceptional interpersonal skills with the ability to work with a broad range of people from varying backgrounds and experiences.

### KEY SELECTION CRITERIA (KSC)

1. Office or Financial administration qualification such as Cert III Business Administration or Bookkeeping and/or previous experience in a similar administration capacity
2. Proven experience in administration functions – preferably, answering calls and email correspondence relating to payroll, invoices and receipts, delivering high quality customer service, ideally within a NDIS related environment.
3. Demonstrated ability to remain calm under pressure, problem solve and make effective decisions where there are competing priorities, with excellent attention to detail
4. Competent in the Microsoft Office suite and the ability to pick up new programs and business systems with ease.

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### Compliance requirements for Employment Eligibility

Your employment is conditional on the provision of the following mandatory compliance items:

1. A "Clear" NDIS Workers Screen Check
2. A current Employee Working with Children Check
3. Australian Driver's License (If required)
4. Comprehensive Car Insurance (If required)
5. Proda Access

The above checks must be obtained and maintained at your own expense for the duration of your employment with Headway Gippsland Inc

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa
- Applicants will be subject to a probation period of six months
- Applicants must provide two professional reference checks

### Approved

Name	Debbie Lee
Position	Operations Manager
Signature	<div style="text-align: center;">X</div> <hr style="width: 50%; margin: 0 auto;"/>
Date	

### Incumbent Statement

I have read and understood the above position description and agree to all conditions contained herein

Name	
Signature	
Date	