

## Position Information

<b>Position Title</b>	Finance and Business Supports Officer
<b>Program</b>	Business Services
<b>Reports to</b>	Team Leader, Business Supports
<b>Direct reports</b>	Nil
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Award classification</b>	Level 3

## Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

## Position Summary

The Business Services Team plays a key role in creating an environment that supports the staff of TeamHEALTH to ensure positions and programs work efficiently and effectively. The Team is responsible for the establishment of systems, procedures and registers to ensure that resources are appropriate to meet the demands of a growing organisation. The Team is also responsible for monitoring the effective use and renewal of resources, and the management of TeamHEALTH information.

Reporting to the Team Leader, the Finance and Business Supports Officer is responsible for processing of accounts payable, financial reconciliations, petty cash, asset management and supporting Accounts Receivable and Payroll functions.

The Business Supports Officer will be required to exercise initiative in the application of established work procedures and will be responsible for managing and planning work to ensure that the key deadlines are met.

As a member of the Business Services Team the Business Supports Officer will be required to contribute within the team to ensure that a range of business support activities are highly functional and responsive. These duties may include answering of phones, assisting staff with enquiries, participate in Business Services team meetings and other administrative tasks. They are also encouraged to assist in appropriate back up support to identified positions within the Business Services team.

TeamHEALTH operates in a dynamic, rapidly changing environment which requires the role to be flexible, reliable, adaptable, a good listener and communicator with the ability to use initiative in performance of work.

The Finance and Business Supports Officer will at times be required to provide support or assistance to other TeamHEALTH Programs/Regions, which may involve travel that entails overnight or weekly absences.

## Key Result Areas

### 1. Finance and Business Support Functions

- 1.1. Deliver an Accounts Payable functions including processing of authorised supplier invoices, reconciling supplier statements, preparing weekly supplier payment runs, entering new suppliers into the system and maintaining supplier files.
- 1.2. Complete bank and credit card reconciliations.
- 1.3. Maintain motor vehicle fleet and coordinate insurance claims.
- 1.4. Maintain registers for TeamHEALTH, e.g. asset registers, key, etc.
- 1.5. Monitor IT support mailbox and coordinate IT issues and resolution with IT provider.
- 1.6. Coordinate supply and retrieval of all devices, includes but not limited to, mobile phone, laptops/tablets.
- 1.7. Assist with Accounts Receivable and Payroll functions as required.
- 1.8. Contribute within the team to ensure that a range of business support activities are highly functional and responsive through the provision of accounting or administrative support or assistance as required.

### 2. Relationship Management

- 2.1. Foster effective working relationships with TeamHEALTH's programs and key stakeholders.
- 2.2. Liaise with external service providers relating to invoices.
- 2.3. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, contractors and external contacts.

### 3. Reporting and Administration

- 3.1. Report on and follow through unfulfilled purchase orders and outstanding invoices on a monthly basis.
- 3.2. Maintain appropriate records and filing systems for assigned tasks.
- 3.3. Undertake reception and administration support duties as required.
- 3.4. Assist in the development and maintenance of all Business Services policies and procedures in conjunction with other members of the Business Services team.
- 3.5. Actively participate in regular support and supervision with the Team Leader, including continued Professional development and appraise and develop reviews.

## Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

### All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

### Essential for Position

5. Minimum Certificate III in Business or Finance area, or equivalent experience.
6. Intermediate Excel skills and knowledge of other MS office programs, MYOB or similar accounting packages.
7. Action orientated, flexible and innovative with the ability to work collaboratively and harmoniously as part of an integrated team.
8. Demonstrated range of written and oral communication and consultation skills, with the ability to interact with a diverse range of people.
9. Demonstrated ability to manage workload in a busy environment and prioritise to ensure deadlines are met.
10. Demonstrated ability to analyse and exercise good judgment in problem solving and decision making with a commitment to strive for continuous quality improvement.
11. Demonstrated attention to detail and high level of accuracy in work.

### Desirable for Position

12. Experience working in the Community Services sector.

## Position Description Approval

<b>Approved by</b>	Kylie Beard, Executive Manager, Business Services
<b>Date approved</b>	14 November 2023
<b>Signature</b>	