



HERITAGE LIFECARE

Position Description

Financial Administrator – Accounts Receivable

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable *the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families and staff.*

Our pursuit of excellence comes from the things we value the most:

- **Integrity** – we are trustworthy, honest and ethical
- **Respect and Value** – we strive to show deep respect and consideration to all
- **Commitment** – we are dedicated to providing superior care
- **Effective** – we are driven to produce exceptional results
- **Efficient** – we strive for excellence through efficient work habits

Position Overview:

To provide senior financial administration assistance in respect of accounts receivable to the operations of the Heritage Lifecare Group.

1. Ensure that invoices are raised for all services provided by the Group
2. Ensure financial transactions are processed accurately to the required reporting timelines
3. Ensure that all invoices are paid and outstanding accounts are recovered
4. Support the facility management and administration staff with financial queries
5. Support the facility administration staff with the management of resident comfort fund balances
6. Assist with the management of cash
7. Assist the wider finance team with the completion of month end processes
8. General office duties

Reports to: Finance Operations Team Leader

Functional Relationships:
Chief Financial Officer
Finance Manager
Head Office staff
Facility Managers
Facility Administration staff
Resident Families
Suppliers
Ministry of Health

Team Structure:

Key Accountabilities/Objectives:

1. Ensure all invoices for services are processed accurately by the required date	<ul style="list-style-type: none"> • All resident invoices are raised within the reporting timetable • All payments from the Ministry of Health are posted as invoices to the system • All on charges notified by the facility are invoiced within the reporting timeline • New resident details and changes in resident status are processed within two working days
2. Ensures all services provided are charged	<ul style="list-style-type: none"> • Reconcile resident numbers per the facility to billing records monthly to ensure all services are charged and that unbilled services are accrued at month end • Follows up discrepancies with the facility and ensure any changes required to Ministry of Health documentation are actioned • Ensure any changes in funding status notified by external organisations are correctly recorded and actioned • Ensure any premium or on charges are properly invoiced • Provide support and advice to the facilities re resident charges
3. Match cash payments to the correct accounts and assist with bankings	<ul style="list-style-type: none"> • Match cash payments to the correct resident account • Assist with bankings from the facilities and ensure sufficient information is received from the homes to allow cash to be posted • Prepare and distribute automatic payment forms for new and existing residents
4. Reconcile resident debtor accounts	<ul style="list-style-type: none"> • Reconcile resident accounts monthly and ensure discrepancies are followed up • Deal with queries from residents, their representatives or statutory organisations
5. Perform credit control functions in conjunction with the facilities	<ul style="list-style-type: none"> • Review outstanding debts every month and chase those that are overdue • Notify the facilities of any old debts and assist with the recovery • Notify the CFO of any potential issues to allow further action to be taken
6. Complete bank reconciliations	<ul style="list-style-type: none"> • Ensure all cash receipts are posted in the month • Assist with the completion of the monthly bank reconciliations
7. Assist with resident cash management	<ul style="list-style-type: none"> • Assist facilities with the management and reconciliation of resident trust accounts
8. Other duties	<ul style="list-style-type: none"> • Maintain archive system for financial records • Assist with projects that may be identified by the Finance Manager/Chief Financial Officer

Financial Authority

TBC

Person Specification

Essential skills, knowledge and experience

- Accounting experience including an understanding of the month end reporting cycle
- Ability to work as part of a team but also to self-manage when required
- Ability to prioritise work load to ensure all deadlines are achieved

- Well developed analytical and problem solving skills
- Demonstrated commitment to the provision of a quality and professional service
- Good communication skills both written and verbally
- Strong IT literacy including accounting packages and Excel
- Common sense
- Honesty, integrity, confidentiality

Core Competencies (Level 2)

Key Tasks:	Performance Standards:
Trusted Partner	Values and builds long term relationships, puts the clients' interests in front of their own, is genuinely interested in their client and their business challenges, works hard to understand the clients strategy and approach not just surface wants. Is reliable – does what they say they will do. Develops and maintains credibility, is genuinely passionate and enthusiastic whilst maintaining authenticity.
Driving for Results	Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.
Tenacity	Extinguishes between challenging circumstances and those that are exploitive / dangerous / illegal actions. Addresses difficulties and draws skills, knowledge and understanding to find solutions to problems. Ensures that setbacks and challenges inform the review and evaluation processes. Recognises all peoples learning and contribution to feedback. Maintains an energetic and focused approach to new or repeated challenges.
Business Acumen	Displays a keenness and quickness in understanding and dealing with a "business situation" in a manner that is likely to lead to a good outcome. Uses their approach to improving financial performance and leadership development.
Deal with Ambiguity	Anticipates impact of change; plans how to shift gears Uses ingenuity to compensate without having the total picture. Rises to the challenge, accepting risk and uncertainty as normal. Accepts change in job requirement, schedules, or work environments as part of job. Adaptable with the unknown
Thought Leadership	Using your knowledge of your business environment, use past experiences, relevant literature, best practise, marketing leading approaches and unconventional results which have driven success, come up with winning ideas, and create innovative solutions to solve existing and new business challenges.
Courage	Display professional courage by seeking feedback and listening, say what really needs to be said in a professional manner, communicate openly and frequently, embrace change, make decisions and move forward, give credit to others and hold yourself and where appropriate others accountable.
Transfer skills to Business	Is able to learn from past experiences across a variety of different industries, organisations and circumstances and can appropriately identifies transferable skills for their current role/ project / situation to add value and achieve a positive outcome for the business.
Facilitating Change	Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

The intent of this position description is to provide a representative summary of the major duties and responsibilities and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.