



Position Description

Position title:	Accounts Administration	Date:	February 2024
Reports to:	Support Services Manager	Department:	Support Services
Number of reports:	Direct: 0 Total (include indirect): 0	Location:	
Delegated financial authority:		Budget ownership:	Yes/No
Level of influence:	Leading self Leading others Leading leaders Leading the Organisation		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Care First: Care is at our heart. It's the foundation of who we are and how we approach our mahi. Through genuine manaakitanga, we deliver a quality of care that makes healthcare more human.

Better Together: Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.

Pursue Excellence: Every day brings a new opportunity to improve, innovate, and excel. We don't settle for 'good enough'. We're here to do our best work, delivering our best care for the people and communities we serve.

Role Purpose

- A professional and customer focused face to face and telephone first point of contact
- Skilled administration of patient information for safe clinical care delivery
- Skilled administration of patient information for effective revenue processing
- Provide primary Accounts Payable support while also contributing to Accounts Receivable and administrative tasks as required to meet operational needs
- Clerical and office services to patients, medical specialists, visitors and hospital staff
- Be a valuable and resourceful member of the administration team
- To ensure all Southern Cross Christchurch Hospital ACC invoicing and Southern Cross AP invoicing is completed in a timely and accurate manner
- To support the Contracts Team Leader by ensuring all revenue contracts are managed and co-ordinated in the most efficient manner

Key Relationships

Internal

- Administration staff
- Hospital Management Team
- Medical Specialists
- Practice Managers

External

- Patients
- ACC – maintain and develop relationships with ACC (including case managers, claims officers and regional support persons) to ensure efficient performance of Southern Cross Christchurch Hospital ACC Contract
- Medical Specialists and their support staff – promote Christchurch Contracts team and business objectives of Southern Cross Hospitals by ensuring services provided to medical specialists are of the highest standard

Key Accountabilities

Accounts Payable

- Match invoices with signed delivery notes and Southern Cross-generated purchase slips
- Obtain manager sign-off on invoices based on delegated purchasing limits
- Reconcile invoices with supplier statements at month-end
- Enter invoices into the Southern Cross Tech One system promptly to meet payment due dates
- Ensure all invoices from medical specialists are registered and processed accurately
- Ensure all invoices to funders are raised in a timely and accurate manner
- Ensure that, where appropriate, all dealings with customers are kept confidential
- Generate patient refunds immediately to support customer satisfaction
- Self-audit all data entry regularly to ensure accuracy
- Enter invoices with and without Purchase Orders from Purchasing, Facilities, Nursing, new suppliers (events and others), Laundry, Kitchen, and Café
- Resolve invoice discrepancies and issues as they arise
- Process refunds, credits, and arrange any required credit notes
- Troubleshoot and resolve all invoice-related problems
- Process weekly Pharmacy invoices and reconcile them to scripts, liaising with Pharmacy
- Reconcile Portable X-ray and Radiography invoices and request credits where required
- Set up new business accounts with Head Office
- Organise remittances and resolve payment queries; reconcile statements
- Forward implant invoices to Contracts when requested
- Close off receipted Purchase Orders that have not been finalised

Accounts Receivable

- Maintaining patient Debtors
- Follow up with Patient Refunds that are required to be actioned
- ACC Treatment Injury – following up ACC Treatment Injury claims in a timely manner
- Non-patient invoices are prepared accurately and in a timely manner
- Receipting of Insurance payments / Patient deposits
- Processing International Insurers
- Follow up with aged trial balance tasks

Administration

- General clerical duties as required by Administration Manager
- Assists administration team with day-to-day office tasks and provides clerical support as necessary
- Actively participates in supporting the hospital and staff to ensure a seamless service for patients, staff, visiting practitioners and visitors

Contract Administration

- Responsible for processing and invoicing all ACC patient bills (including implants) for Southern Cross Christchurch Hospital ACC Contract
- Provide support in relation to ACC queries to Contracts Team Leader and Contracts Support
- Support Contracts Support role to ensure ARTPs are sent to ACC (and followed up when necessary) to ensure all cases are approved in a timely manner
- Responsible for processing and invoicing all SX Affiliated Provider patient bills for the Christchurch region
- Where necessary, in line with the business needs, ensure that the clerical requirements of the job are met. This includes filing, photocopying and data entry of contract paperwork
- Responsible for processing and payment of all CASFEE invoices relating to the Southern Cross Christchurch Hospital clinical assessment contract (ACC)

Customer Services

- Ensure excellent working partnerships are maintained with visiting specialists and health purchasers
- Ensure that all customers are treated in a professional and friendly manner
- Ensure that, where appropriate, all dealings with customers are kept confidential

Corporate

- Support a strong and positive image of Southern Cross Hospitals within the local community and with key internal and external stakeholders
- Maintains a professional appearance and image
- Supports a positive, proactive learning environment

Planning

- Activities are planned to meet business needs and the best use of resources
- All aspects of legal compliance that relates to the position are understood
- Participates in planning for implementation of new systems

Quality and Risk

- Quality auditing processes are supported for all key aspects of service delivery
- Contributes to the overall operational effectiveness of the Southern Cross Hospital
- Incidents are investigated and reported appropriately using the Incident & Reporting Management System
- Identifies risks and reports to Administration Manager or Health and Safety Co-ordinator

Performance

- Assists in optimising the efficiency and economy of the hospital
- Is aware of and assists in the management of cost drivers
- Enhances relationships with internal and external providers
- Works with the team in the implementation of new systems and processes
- Maintains and ensures timely communication with Administration Manager as appropriate
- All office functions are performed according to hospital procedures e.g. invoice management, patient information, Hospital Management System, Tech 1 data inputting etc.

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.

- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- Administration experience with proven ability to manage data entry of detailed, financial information in an accurate and timely manner
- Strong interpersonal relationship skills
- Experiences in front line customer communication

Experience and skills desirable:

- Experience with Microsoft Office applications (Outlook, Word, Excel, etc.).
- Some experience in the health / clinical sector

Education and qualifications required:

- NCEA Level 2 or equivalent education level achieved in Maths and English
- Intermediate knowledge of Microsoft Office suite

Education and qualifications desirable:

- Relevant tertiary qualification
- Some knowledge of financial accounting

Leadership Attributes

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution