

## Koorana Child and Family Services - Position Description

<b>Position Title:</b>	<b>Billing Administrator / Bookkeeper</b>
<b>Reporting Relationship:</b>	Finance Manager
<b>Direct Reports:</b>	None
<b>Location:</b>	Campsie

### 1. Position Purpose

Koorana works with all children, and is committed to delivering quality early childhood education, intervention and family support services that acknowledge and respect all individuals.

The Billing Administrator is responsible for

- monitoring overall client billing and payments
- accurate and timely claiming of payments from funders and fund-holders, including the NDIS, for services provided to individuals
- undertaking general book-keeping and finance support activities.

### 2. Organisational context of the position

Koorana's management structure positions the organisation for ongoing growth and development. The Board of Management is responsible for governance and is legally responsible for Koorana's outputs. The Chief Executive Officer (CEO) is employed to manage the strategic directions of the organisation and to broadly oversee the efficiency of the organisation's major functions. The CEO, General Manager Client Services and General Manager Corporate Services form the Executive Management Team.

The General Manager Client Services supports the CEO by leading all of Koorana's service delivery, supported by two Service Operations Managers, covering

- South West Sydney (SWS) Area of Bankstown, Liverpool and Fairfield and surrounding suburbs
- Inner West Sydney (IWS) Area of Canterbury, Marrickville, Leichhardt, Ashfield, Burwood, Strathfield and Canada Bay and surrounding suburbs.

The General Manager Corporate Services supports the CEO by leading Koorana's corporate services including Finance, Administration, Information & IT, HR, and Marketing & Communications.

Koorana values self determination, access and equity, mutual respect, collaboration, and ethics & integrity. Our practice is driven by family centred principles, evidence based best practice, fostering natural community inclusion, quality management, and the key worker model.

Koorana is committed to delivering family-centred services that

- respect, support and enhance the vital role the family plays in their child's life and development
- recognise the ways in which a child's abilities, disability, developmental delay or challenging behaviour can impact on all family members.

Koorana's services are designed to ensure that families are well informed, have choices, and are supported in their decisions.

### 3. Position Responsibilities

#### ***Client Billing Administration***

- Monitor overall client billing and payments, implementing Koorana's debt management policies as directed by the Finance Manager

- Check the accuracy of client event, service unit and policy data in Penelope (CRM System) for invoicing to funders and fund-holders, including the NDIS and DSS, ensuring where there are errors or omissions that corrections are identified and made
- Regularly generate invoices in Penelope and make claims from funders and fund-holders, including for the NDIS and DSS
- Record invoicing information from Penelope into MYOB as required by the Finance Manager
- Follow up on any claims that are not accepted by a funder, identify actions required to enable a successful claim to be made, and coordinate these actions being taken, escalating to the Finance Manager where necessary
- Record payments received in Penelope, apply to invoices, and reconcile
- Undertake other tasks related to funders and funder billing as identified through Koorana's ongoing implementation and development of NDIS billing and claims processes.

#### **General Book-keeping**

- Undertake general book-keeping duties
- Finance support across Creditors, Debtors, Cash Control, Payroll and Month End/ Year End accounts reconciliations as directed by the Finance Manager
- Other ad hoc tasks required by the Finance Manager

#### **Corporate Services Team**

- Actively collaborate and support across the Corporate Services Team
- Contribute to corporate services planning and team work.

### **4. Key Selection Criteria**

#### **Experience & Skills:**

- Proven book-keeping skills and ability, preferably billing experience in Not-for-profit sector
- Experience with a range of CRM and Accounting System (preferably MYOB)
- Intermediate to advanced skills in Microsoft Office
- Excellent communication skills (written and oral)
- Demonstrated ability to take initiative, prioritise work, plan ahead, anticipate risks and problem solve
- Ability to work independently and as part of a team
- Strong relationship management skills
- Relevant Tertiary qualifications

#### **Personal attributes:**

- Willingness to undertake a wide range of supporting tasks to Finance Team
- Respect for the philosophy and values held by Koorana.

### **5. Personal and Professional Development**

- Attend internal/external training as appropriate
- On the job involvement, work tasks and project involvement as requested
- Participate in a performance review process
- Participate in at least one unpaid, out of hour's community activity in each calendar year (e.g. AGM, local festivities etc).

### **6. Confidentiality**

All operations of Koorana Child and Family Services including client, program and administrative information is confidential and is not to be disclosed to any person at any time. This restriction on disclosure of confidential information continues to apply in the event of employment with Koorana ceasing.