

POSITION DESCRIPTION

Position Title: Finance Officer

Classification: Social and Community Services Employee

Department: Administration

Report to: Finance Manager

Location: 67 Sutherland Road, Armadale

Issued Date: 13/11/2023

I have read, understand and accept this position description. I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- Driver's license status (if applicable)
- NDIS worker screening check
- Compliance with current Victorian Government vaccination mandate
- the capacity to fulfil the inherent requirements of the role

Employee's name

date: / /

Employee's signature

date: / /

SALARY

The classification applicable to the position is Level 3 in accordance with the Social, Community, and Home Care & Disability Services Industry Award 2010.

POSITION OBJECTIVE

The Finance Officer is an important role within the organisation supporting the Finance Manager in the day to day accounts and payroll functions. The role will require a good communicator with a high level of attention to detail, the ability to work with minimal supervision, and someone who is enthusiastic and motivated. You will be operating in a fun and friendly team environment, with interesting and diverse work, and will be well supported.

Our Values

Integrity - “To consistently act on sound moral principles”

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

Potential - “The inherent ability or capacity for growth”

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

Individuality - “A single person regarded as a unique personality, distinguished from others by special qualities”

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgmental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

Relationships - “A significant connection existing between people and communities”

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

KEY RESULT AREAS

Financial Administration, Reconciliation & Reporting

The Finance Officer is responsible for all transactional finance services including but not limited to reconciliations, accounts payable and assisting in the production of financial reports.

| Responsibilities and Duties | Key Performance Indicators (KPI's) |
|--|---|
| <p>Banking</p> <ul style="list-style-type: none"> Process all bank deposits, payments and other entries required for bank reconciliations, bank all receipts promptly and finalise bank recs for all business bank accounts for IM. <p>Accounts payable</p> <ul style="list-style-type: none"> Process all accounts payable invoices in accounting software package, coding to appropriate accounts Payment of the invoices in a timely manner. Issue credit card statements to card holders for reconciliation, check receipts and reconcile monthly; <p>NDIA Claims</p> <p>Upload claims to the NDIA portal as per weekly/fortnightly extract and liaise with the teams to ensure that the errors are fixed and manual claims done</p> <p>Prepaid and Accrued expenses</p> <ul style="list-style-type: none"> Input any journals as required to prepaid expenses and amortise as required, accrue expenses are required before close of the month. <p>General ledger and month end</p> <ul style="list-style-type: none"> Complete the journal entries as required to the accounting package and ensure a good understanding of the system's capability. Ensure information in the system is accurate, including account and job codes, creditor terms and banking details, GST codes, card name, address and contact details. Assist with month end income accrual journals as required. Assist with month end Reporting and reconciliations as requested. | <ul style="list-style-type: none"> Operating account bank reconciliations completed on a daily basis. Responsible for resolution of issues. All bank reconciliations completed during the month and finalised by the 1st working day after end of month. Resolve any issues with stakeholders about incorrect invoicing or non-payment of invoices in a timely manner. The unpaid claims are followed up with the relevant parties and a resolution reached to ensure payment is received. Portal claims are uploaded fortnightly and errors fixed in a timely manner. Accounts payable invoices are input in the system to the appropriate expense code Monthly reconciliations complete for all corporate credit cards. Timely preparation of journals, reallocations, close off, monthly reports, including Actual vs Budget/Forecast results and other supplementary reports. All relevant reconciliations completed within 1 week after end of month close. |

KEY RESULT AREA**Payroll Function**

The Finance Officer is responsible for end-to-end payroll processing.

| Responsibilities and Duties | Key Performance Indicators (KPI's) |
|---|---|
| <p>Payroll</p> <ul style="list-style-type: none"> • Process payroll in HR3 software based on the data provided by managers and team leaders. • Process salary packaging in HR3 as per requirements. • Maintain HR3Kiosk, update parameters, create login for new staff and escalate leave as required. • Upload all new employees into the payroll system in accordance with relevant employment documentation. • Ensure superannuation payments are uploaded to the Clearing House as per schedule set up by the Finance Manager. • Ensure leave entitlements, PLSA records are maintained accurately. • Payroll journals entered each fortnight for the pay runs completed. | <ul style="list-style-type: none"> • Payroll processing to be accurate and to be completed in the required timeframes. • Issues to be escalated to the Manager for approval. • HR3 Kiosk is maintained up to date and issues resolved in a timely manner. • Employee pay rates and details are updated promptly in line with the SCHADS Award and/or HR documentation. • Relevant payroll liabilities processed in a timely manner. • Leave accrual records maintained in accordance with legislation. • The general ledger entries for Payroll journals and the relevant costing to departments completed. • Reconciliation for the month between payroll and accounting system. |

KEY RESULT AREA**OTHER FINANCE RESPONSIBILITIES**

| Responsibilities and Duties | Key Performance Indicators (KPI's) |
|--|---|
| <ul style="list-style-type: none"> • Any other duties as required, and within the general scope of responsibilities of this position as direct by the Finance Manager and/or the Chief Executive Officer. • Identify any gaps in processes to ensure that controls are maintained. • Use effective communication skills when liaising with staff and external stakeholders to capture and retrieve information. • Maintain a professional standard of work performance. • Take opportunities to increase skills through identifying relevant training and study opportunities that will contribute to improved organisational outcomes. | |

| KEY RESULT AREA OUR TEAM | |
|--|--|
| Responsibilities and Duties | Key Performance Indicators (KPI's) |
| Demonstrates an upholds Inclusion Melbourne Values | <ul style="list-style-type: none"> • Values of Inclusion Melbourne are incorporated into daily work practices. • Performing duties in a trustworthy manner and accepting personal responsibility for all actions. |
| Staff Engagement | <ul style="list-style-type: none"> • Participation in scheduled Performance Reviews conducted in accordance with the relevant policy. • Attend and participate in relevant meetings to support staff. |
| Teamwork | <ul style="list-style-type: none"> • Contribute to the development of the Finance Team ensuring communication is positive and effective. • Attend and participate in relevant meetings to support staff. • Models high standards of teamwork. • Openly supports and respects diversity within the team. • Works with team members to assist in planning and in achievement of team timeline, goals and outcomes. • Proactively supports other team members. • Being flexible in work practices and keeping lines of communication open. |
| KEY RESULT AREA – ORGANISATIONAL | |
| Responsibilities and Duties | Key Performance Indicators (KPI's) |
| Use of Technology | <ul style="list-style-type: none"> • Competently use technology including experience with word processing, spread sheet and database software and electronic communications to manage, capture and retrieve information. |
| Work Ethics | <ul style="list-style-type: none"> • Maintain and promote a workplace free from discrimination and harassment of any kind and to follow the organisational grievance procedure to report any discriminatory or harassing behaviour. |
| Training & Development | <ul style="list-style-type: none"> • Attend relevant trainings or in-service programs. • Demonstrate positive initiative and take opportunities to increase skills. • Active participation in supervision meetings. • Feedback is accepted in an open and receptive manner. |
| Occupational Health & Safety | <ul style="list-style-type: none"> • Adheres and complies with the OH & safety regulations and exercise responsibilities. • Reports accidents, incidents of non-compliance and potential hazards immediately to their supervisor or to the OH&S Committee Chair or any member. • Take reasonable care of the health and safety of yourself and others. |

ORGANISATIONAL RELATIONSHIPS

| | |
|---------------------------|---|
| Reports to: | Finance Manager |
| Supervision: | Administration Volunteers |
| Internal Liaisons: | Leadership Team Support Coordinators Direct Support Staff Community Support Staff Designlab Staff Inclusion Training Staff |
| External Liaisons: | People we support and their families Other disability support providers Industry associations Members of the public |

EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

This position generally makes decisions in accordance with established procedures and guidelines. The incumbent will also be expected to set outcomes and further develop work methods where general work procedures are not defined. The incumbent must have the ability to use initiative and operate as a self-starter undertaking duties which are within their skills, qualifications and experience.

Judgement is required when providing general information about Inclusion Melbourne related matters, including the provision of specialist technical advice. More complex issues, queries or problems should be referred or escalated to the Finance Manager.

ACCOUNTABILITY

- The position is accountable to the Finance Manager for the achievement of all key responsibilities and duties.
- The position is responsible to provide prompt, efficient, friendly and responsive service to all stakeholders visiting or contacting Inclusion Melbourne.
- The position is required to keep abreast of changes to the SCHADS Award, relevant legislation relating to the payroll function
- The position also contributes to the interpretation and administration of new finance policies or processes for which there are no clearly established procedures.
- The position is accountable for the management of day-to-day workload and meeting deadlines.

KEY SELECTION CRITERIA

Essential:

The ideal candidate will have the following essential skills and attributes:

- Bachelor's degree in finance, accounting or relevant field
- Minimum of 2-3 years' experience in a similar role
- Substantial experience and knowledge of MYOB or similar accounting package
- Significant experience in processing accounting transactions and knowledge of accounting processes
- Analytical skills and attention to detail
- Excellent written and verbal communication skills
- Strong database knowledge & excellent excel skills including intermediate experience of pivot tables and other formulae
- Ability to learn and adapt to new systems quickly
- Ability to multi-task and set priorities
- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships and the organisations strategic directions

- Demonstrated understanding of the nature of sensitive personal information and the importance of complete confidentiality

Desirable:

- Experience in HR3 payroll package or similar industry standard payroll software
- Experience using Brevity CRM Software.
- Working knowledge of the application and interpreting of Awards, the National Employment Standards, employment taxation, superannuation and other relevant legislation.
- Experience and knowledge of the NDIS and the claims process.
- Understanding of people with a disability and issues associated with the not for profit sector

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES) Visit Inclusion Melbourne's website, staff portal page for further information.

QUALITY AND CONTINUOUS IMPROVEMENT

Inclusion Melbourne adopts a continuous improvement approach in all services provided to external and internal customers, and in all policies, processes and procedures. All staff members are required to display commitment to, and to participate in continuous improvement by constantly seeking to introduce efficiencies and economies in the performance of their duties as a contribution to ongoing productivity improvement.

CUSTOMER SERVICE

Inclusion Melbourne is committed to ensuring that all clients/customers internal and external receive friendly and responsive service. Staff are required to comply with the following principles of good service:

- Answer telephones promptly, within 5 rings.
- Acknowledge all clients /customers promptly
- Treat all clients/customers with respect and courtesy.
- Provide high quality customer service.
- Convey accurate information.
- Communicate courteously.

PRIVACY, SECURITY & CONFIDENTIALITY

Inclusion Melbourne acknowledges and respects the privacy of individuals' and adheres to the Privacy Principles of the Health Records Act 2001; the Information Privacy Act 2000; the Commonwealth Privacy Act 1988 and the Australian Privacy Principles. These control the way Inclusion Melbourne collects, stores, uses and discloses personal information.

Staff will be expected to:

- Ensure information held regarding the people we support; employees and volunteers is stored securely.
- Use or disclose personal information only for the purpose for which it was collected.
- Take reasonable steps to protect personal information from; misuse, loss and unauthorised access, modification and disclosure.
- Take reasonable steps to make sure that the personal information collected, used or disclosed is accurate,
- complete and up-to-date.
- Take reasonable steps to destroy or de-identify personal information that is no longer required for the purpose it was held.

Inclusion Melbourne is committed to ensuring that the privacy and confidentiality of all people we support, staff, volunteers and business information is maintained by all associated with Inclusion Melbourne.

GENERAL INFORMATION

Training & Development

Inclusion Melbourne will provide training internally and externally to encourage employees at all levels to reach their potential. All employees are required to undertake any compulsory training courses offered at Inclusion Melbourne. Staff are also required to show others how the systems under their control operate.

Occupational Health, Welfare and Safety

The Board and management are totally committed to the development, implementation and maintenance of policies and procedures, which sustain a safe and healthy work environment.

Management recognises its duties and responsibilities under the Occupational Health and Safety Act 2004, and accepts accountability of the management of OHS programs and the resolution of health and safety issues.

All staff shall accept that they have a duty of care to protect not only their own Health and Safety, but also that of their fellow employees, service users, contractors, volunteers and the public. Staff are expected to participate with management in the continual improvement of workplace standards. All staff will assist with injury management initiatives and co-operate with Return to Work programs within the workplace.

Policies & Procedures

A comprehensive set of policies and procedures are available on Inclusion Melbourne's online quality management system; *Document Central*, accessed via SharePoint. It is expected that all staff familiarise themselves with the organisation's policies and procedures.

Conditions of Employment

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES). A copy of the Award and the NES guidelines are available on Inclusion Melbourne's website. For further information refer to the Conditions of Employment policy.

Probationary Appointment

In accordance with the provisions of the Fair Work Act and Regulations, a six month probationary period will apply, to relevant positions.

Superannuation

Inclusion Melbourne will make superannuation contributions in accordance with its obligations under the Superannuation Guarantee (Administration) Act 1992. Employee contributions are optional.

Unless an alternative accredited superannuation fund is nominated on commencement of employment, employees will be required to join Inclusion Melbourne's default superannuation fund.

Salary Packaging

Participation in Inclusion Melbourne's Salary Packaging and Employee Benefits Program is entirely optional for all employees. Inclusion Melbourne recommends that employees seek independent financial or taxation advice about salary packaging before commencement of packaging arrangements. Copies of salary packaging documentation will be provided to staff at the commencement of their employment, or on request at any time after commencement.

For further information please visit the website of our salary packaging provider AccessPay or contact AccessPay directly.

- Phone – 1300 133 697 (8am-6pm ACST Mon-Fri)
- Email – customerservice@accesspay.com.au
- Fax – 1300 361 498

Long Service Leave

Long Service Leave is provided for in the National Employment Standards (NES), the Long Service Leave Act 2018 and Inclusion Melbourne's Conditions of Employment policy.

Annual Leave

Annual Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

Personal/Carer's Leave & Compassionate Leave

Personal/carer's leave and compassionate leave are provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

Ceremonial Leave

An employee who is legitimately required by indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes will be entitled to up to 10 working days unpaid leave in any one year, with the approval of the Chief Executive Officer. Further details refer Inclusion Melbourne's Conditions of Employment policy.

Parental Leave

Parental Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Parental Leave policy.

Designated Breaks

It is a long established custom and practice of Inclusion Melbourne (and prior to that Gawith Villa) to close for business over the Christmas/New Year period and during designated staff professional development days. Staff are encouraged to take annual leave or leave without pay during the Christmas/New Year shutdown period. Staff should discuss specific work requirements with their manager. A calendar will be developed for each business unit and will be distributed to staff each year, identifying dates of service closure and public holidays.

Termination of Appointment

Notice of termination is provided for in the NES. The notice of termination required to be given by an employee is the same as that required of an employer except that there is no requirement on the employee to give additional notice based on the age of the employee concerned. If an employee fails to give the required notice the employer may withhold from any monies due to the employee on termination under the award or the NES, an amount in respect of the period of notice required by this clause less any period of notice actually given by the employee. The period of notice is as follows:

| | |
|---|---------|
| 1 year or less | 1 week |
| 1 year and up to the completion of 3 years | 2 weeks |
| 3 years and up to the completion of 5 years | 3 weeks |
| 5 years and over | 4 weeks |

In addition, employees over 45 years of age at the time of the giving of notice with not less than two years continuous service, are entitled to an additional week's notice.

Right to Work in Australia

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles you to work in Australia.

Smoke Free Work Place

The organisation has a "No smoking" policy in all Inclusion Melbourne buildings. Smoking is also prohibited in organisational vehicles.

NDIS Worker Screening Check

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to clearance through the NDIS Worker Screening Check. It is mandatory for incumbents of risk assessed roles to have full clearance prior to commencing with Inclusion Melbourne.

Other Employment or Conflict Of Interest

During your employment with Inclusion Melbourne, you must not, without the Chief Executive Officer's prior consent, undertake any appointment, position, work or other employment (whether paid or unpaid), that:

- results in you competing with Inclusion Melbourne
- (e.g. enter into a private arrangement with a family with whom you have come into contact with via Inclusion Melbourne);
- results in you using confidential information
- (e.g. client contact details) for competitive purpose or personal gain;
- otherwise adversely affects Inclusion Melbourne; or
- affects the performance of your duties to Inclusion Melbourne.

This consent will not be reasonably withheld; Inclusion Melbourne acknowledges that part-time and casual staff are likely to hold positions with multiple employers.

Return of Documents & Property

Upon the termination of your employment with Inclusion Melbourne, or at any time on the request of Inclusion Melbourne, you will immediately deliver up to Inclusion Melbourne, all documents which were prepared by or on behalf of Inclusion Melbourne, or which belong to any client or customer of Inclusion Melbourne, and which are in your care, custody, or control, and all other property belonging to Inclusion Melbourne.

Use of Private Vehicles for Work Related Activities

Where an employee is authorised to use his/her own vehicle for work related activities, a mileage allowance is paid in accordance with the Award. Persons using their own vehicle for work related purposes are strongly encouraged to take out motor vehicle insurance cover and to inform their insurer of the work related nature of the vehicle usage.

Risk Management

All staff have a responsibility to understand and observe the Risk Management Policy and related procedures in accordance with training and instruction given, and to report any risk to their immediate supervisor. Risks that affect the organisation may result from property damage, unethical or fraudulent behaviour or illness and injury to people.

Equal Opportunity & Diversity

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ community.