

## POSITION DESCRIPTION

Aged Care – Residential Aged Care Business Coordinator

*Supporting Everyone to be healthy and live well*

### PURPOSE OF THE ROLE

The Residential Aged Care Business Coordinator plays a key role in supporting business-related functions across Residential Aged Care. This includes working closely with residents and their families/representatives to prepare admission contracts, coordinating billing, reporting, and refund processes following discharge. The role ensures that business practices are efficient, compliant, and aligned requirements across Aged Care Division.

The role will also work closely with the NUM Residential Aged Care, ERH Financial Accountant, Administration Officers Glanville Village and ERH ward staff.

Position Details	
Position Title:	Residential Aged Care Business Coordinator
Department	Aged Care
Reports to:	Director of Nursing Residential and Clinical Services
Positions Reporting to this role:	Nil
FTE:	1.0 EFT
Enterprise Agreement:	Allied Services, Managers & Admin 2021-2025
Position Classification:	HS4 Dependent on experience
Position Description last reviewed:	2025

Key Accountabilities
Oversee financial processes related to residential aged care services, and other clinical services including billing, funding, and reporting obligations including providing support with audit procedures and preparing/maintain related documentation
Collaborate with the NUM Residential Aged Care to support the resident admissions process, including respite placements and waiting list management
Liaise with residents and their families regarding financial arrangements and ensure accurate completion of admission and discharge documentation
Liaise with government bodies to support accurate financial assessments and funding outcomes
Monitor and report on financial performance, occupancy, and other key metrics indicators in collaboration with the Director of Nursing Residential and Clinical Services and the ERH Financial Accountant
Ensure effective use and management of financial systems and maintain up-to-date and compliant resident records
Identify and assist in pursuing grant opportunities to enhance services, business processes, or infrastructure across the aged care and clinical division
Duties and administration support as directed by the Director of Nursing Residential and Clinical Services and the ERH Financial Accountant
Glanville Village financials and billing, manage Resident Trust, Petty Cash
TriOnline Financial Database - maintain all administrative data and financial data for Billing and Medicare Claims. End of month balance and Reports for checking by Accountant.

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Undertake pre-admission meeting with prospective resident/representative, Glanville Village Administration Officer and delegated Glanville Village Registered Nurse. Complete admission paperwork with the new resident's family, including Resident Agreement management.

#### Organisational Responsibilities

Positively promote ERH within and externally to the organisation

Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct

Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position

Comply with relevant registration bodies mandatory continuing professional development requirements





Carry out all work and interactions in alignment with the CARE values

Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality and risk relevant to their position

Each employee has a responsibility to comply with and promote compliance with the National Safety & Quality Health Service Standards and other industry standards and relevant regulatory requirements

#### CARE Values

All staff are expected to behave in a way that is in alignment with our corporate values:

<b>Collaboration</b> 	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals
<b>Accountability</b> 	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
<b>Respect</b> 	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
<b>Excellence</b> 	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do

#### Key Relationships

Internal	External
Residential Aged Care and ERH inpatient Nursing Teams.	Prospective residents, families and representatives.
Social Work and other relevant Allied Health Team members.	Australian Government – Department of Health, Disability and Ageing.
ERH Finance Department.	Local Medical and Pharmaceutical Practices.

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## Selection Criteria

### Essential:

Tertiary qualification and/or 5+ years' experience in administration or business operations.

Demonstrated professionalism, and team orientated

Strong organisational and time management skills, with the ability to prioritise and work independently within established procedures.

Proactive problem-solver with a collaborative approach in multidisciplinary environments.

High attention to detail with a focus on accuracy and quality.

Ability to manage competing deadlines in a fast-paced setting.

Advanced digital literacy, including proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).

Excellent written and verbal communication skills, with the ability to draft clear, professional correspondence, agendas and reports.

Satisfactory evidence of; National police check, NDIS check and Vaccination status in line with policy and procedure at this time.

### Desirable:

Knowledge of Commonwealth Aged Care financial systems, e.g. Accounting, billing and invoicing.

Aged Care or health experience highly favourable

## TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: \_\_\_\_\_

Date:        /        /

Print Name: \_\_\_\_\_

cc: Employee File