



Whanganui Accident
& Medical

Business Support Lead

RESPONSIBLE TO: Whanganui Accident & Medical (WAM) Health Services Managers

PRIMARY OBJECTIVE: Whanganui Accident and Medical is owned by Whanganui Regional Health Network (WRHN). This role will work primarily at WAM but may work between both organisations, providing capacity and capability to the business team and health service leads of either team.

This is a key role offering a high standard of business and administration support. The position requires flexibility and combines a range of business (financial and administration) maintenance and developmental / change management skills.

SCOPE: Completes identified financial and administration duties for WAM and offers identified customer support (both external and internal)

HOURS: 40 hours per week

RELATIONSHIPS:

Internal

- WAM Managers and employees
- WRHN Management and Finance team
- Te Whatu Ora Emergency Department (ED) team
- WAM and Te Whatu Ora stakeholders

External

- WAM and ED patients, whānau and community
- WRHN employees
- Local General Practitioners
- Relevant Government Departments, Companies and NGOs
- Miscellaneous debtors

DELEGATIONS: Nil

ESSENTIAL QUALIFICATIONS AND SKILLS:

- Academic and or practical understanding of accounting principles
- Competent skill level in the use of Microsoft Office and Excel software
- Data entry, reconciliation, financial and administration accuracy with strong analytical skills
- Ability to problem solve, generate a solution, and change management
- Excellent time management skills and flexibility to manage changing priorities
- Demonstrated ability to develop and maintain relationships, and be an effective team member
- Ability to work autonomously and to be outcome focused
- Understands relevant legislation, including Te Tiriti o Waitangi, Privacy Act 2020, Health and Safety at Work Act 2015, Credit Contracts and Consumer Finance Act 2003 and Health and Disability Act 1994
- Proven written reporting and communication skills
- Confidence to deal with a range of stakeholders
- Ability to develop organisational policy, systems, and processes within a continuous quality improvement framework
- Ability to listen to customers and negotiate solutions with empathy
- Valid and full NZ driver's license

DESIRABLE QUALIFICATIONS AND SKILLS:

- NZ Certificate in Credit Management, a tertiary qualification in finance, accounting or mathematics, or willingness to work towards
- Proven successful experience in credit control/debt management/system and process mapping
- Competent in using Patient Management System software (Medtech Evolution)
- Experience in any MYOB/XERO/Paperless AP system

WHANGANUI REGIONAL HEALTH NETWORK

Vision

To improve, promote and protect the health of individuals and whānau, enhancing the future wellbeing of our community

Mission

To strengthen access to quality integrated healthcare and empower whānau and community to achieve equitable health outcomes

Values

- Aroha / Rangimarie Showing compassion and empathy
- Kaupapa-ā-Iwi Working collaboratively with the community
- Kotahitanga Unification, working together for the best outcomes
- Manaakitanga To support, care about or watch over someone
- Mana Tangata Upholding the integrity of all people in our community
- Piki Te Ora Uplifting your wellbeing, spiritually and physically
- Tikanga / Kawa Acknowledging the protocol of Marae, land, and Iwi
- Whanaungatanga Being inclusive of and embracing all people

KEY RESPONSIBILITIES

Key Responsibility	Performance Indicator	Performance Measure
JOB/ROLE SPECIFICATIONS		
Financial Management	<ul style="list-style-type: none"> • Preparation of Accounts Payable. • Completes financial requirements as agreed. 	<ul style="list-style-type: none"> • All tasks are prepared in a timely and accurate manner in accordance with policy, expected procedure or agreement terms. • Online payments are prepared and authorised in accordance with WAM DFA policy. • Accurate performance expense streams including sub-accounts.
Debtor and Cash Management and Reporting	<ul style="list-style-type: none"> • Debt prevention and management tasks are completed, and a quality improvement process applied as appropriate. • Negotiate payment plans with consumers and record and administrate conditions accordingly. • Works with the WAM leaders and team so that all employees understand their business viability responsibilities. • Entry of payments daily and establishment of automated processes as available. • Assumes responsibility of all payments, petty cash, banking, and reconciliation of same. • Contributions to monthly and yearend financial reports. 	<ul style="list-style-type: none"> • Debt management occurs in line with expected procedure and financial best practice. • Evidence of regular review and quality improvement process applied. • Reduced debt and volume of debtors with evidence of debt and credit balances being managed. • System and processes support debt collection, cash flow and compliance with standards. • Use of credit notes are continually monitored, and quality improvement processes applied. • Payments are recorded daily. Balances are accurate and reconciliation shows evidence of integrity.
Business systems maintenance and development	<ul style="list-style-type: none"> • Works with the WAM leads and WRHN finance team to support the completion of monthly financial reports as required. • Allocation of Govt and Company payments, 	<ul style="list-style-type: none"> • All financial outputs are accurate, coded correctly with completion deadlines met. • Appropriate business systems are established and maintained.

	<p>reconciliation and follow up of outstanding accounts.</p> <ul style="list-style-type: none"> • Influences appropriate change in business process or activity based on practical assessment. • Continually reviews business processes and seeks improved results. • Financial and business systems are maintained, and a continuing quality lens applied. • Notifies any risk to the WAM Service Manager or WRHN Business Lead. • Maintains and/or establishes data capture and reporting processes as required. 	<ul style="list-style-type: none"> • Identify any issues and notifies promptly. • Identifies areas of risk or quality performance and notifies with suggested mitigating strategies. • The needs of internal and external stakeholders are met. • System automation, integration and efficiency opportunities are maximised. • System security is maintained, and the risk of error and fraud are identified and informed. • Reporting functionality is fit for purpose and meets management/Board/auditor requirements. • Delivers on adhoc or established reporting requirements in timely way.
<p>Internal controls and compliance</p>	<ul style="list-style-type: none"> • A quality improvement framework is used to plan and review internal processes, controls, and policies. • Supports the maintenance and or development of quality improvement and compliance registers as appropriate such as customer complaints, hazards, incidents, debt management, human resources, e.g. orientation checklists. • Reconciliations, daily audits, analysis of patient transactions and worksheets are completed at a minimum weekly, to support transparency and identification of inaccuracies. 	<ul style="list-style-type: none"> • Appropriate documentation in place including desk file. • Work processes and outputs continually evolve, develop, and improve to remain current, meet demand and respond to need. • Registers and systems comply with legislation and WRHN and WAM policies and procedures. • Mistakes and risks are identified, mitigated and steps are taken to prevent or minimise the risk of recurrence. • Internal and external audits provide evidence that organisational policy and procedures are adhered to. • Documented processes, audits, data capture, reconciliations and

		worksheets are accurate, up to date and available.
Supports team to achieve objectives	<ul style="list-style-type: none"> • Administratively supports the WAM management team to achieve compliance, reporting and organisational objectives. • Contributes to the effective functioning of the team, administratively supports the team to achieve operational outcomes. • As directed by the WAM leads, provides administrative support for the wider WAM team. • Develops good cooperative working relationships with all other team members, responds calmly to urgent demands within required timeframes. • Flexible to work on reception at times of shortages, covering breaks and assisting in orientation and training as requested by the Service Leads. • Contribute to policies, procedures and best practice processes and provides a level of leadership to ensure other team members understand cause and effect. • Collection and collation of information, data entry and other related activities as required. • Assists in the creation and maintenance of a positive and harmonious environment. Proactive in recognising organisational and team requirements. 	<ul style="list-style-type: none"> • All work is accurate and professionally presented with completion deadlines met. • Evidence of flexibility and collaboration with other team members to ensure that required outputs of the team are prioritised and delivered. • Customer service is prioritised particularly in relation to reception cover. • Review of policies and procedures and monitoring of the debt management system is in place and done in collaboration with WAM and WRHN leadership team. • The administration team responds proactively and efficiently to customer demands (internal and external customers).
ALL TEAM MEMBERS		
Organisational Compliance and Legislative	<ul style="list-style-type: none"> • Business practices are consistently provided in accordance with relevant 	<ul style="list-style-type: none"> • Acts within all legislative requirements, organisational policies, procedures, and

<p>Requirements</p>	<p>legislation codes, regulations, national and local policy.</p> <ul style="list-style-type: none"> • Maintains strict confidentiality relating to patient information and organisation business. 	<p>norms.</p> <ul style="list-style-type: none"> • Understands and applies operates within a framework of relevant legislation, including but not limited to Te Tiriti o Waitangi, Privacy Act 2020, Health and Safety at Work Act 2015, Credit Contracts and Consumer Finance Act 2003, and Health and Disability Act 1994.
<p>Cultural Safety and Responsiveness</p>	<ul style="list-style-type: none"> • Is committed to the obligations of the Te Tiriti o Waitangi. • Services are delivered with an understanding of culture, equity issues, colonisation, systemic and intuitional racism, with a focus on health equity outcomes. • Demonstrates an understanding of the Pae Ora – Healthy Futures Act 2022, as a holistic concept and a way of working collaboratively to improve the health of individuals, whānau and environments. • WRHN and its subsidiary clinics are pro-equity organisations, and our approach to achieving health equity requires all members of staff to identify areas of inequity and address these within a system wide context. 	<ul style="list-style-type: none"> • Demonstrates ability to engage effectively with Māori consumer/patients/whānau. • Demonstrates ability to apply Te Tiriti o Waitangi within service. • Takes into effect of one’s own culture, history, attitudes, and values, while not imposing them on patients or consumers. • Participation in WRHN Cultural and Equity orientation and the Hāpai te Hoe cultural induction programme via Te Whatu Ora, or any other programme as required by the Direct Report.
<p>Health and safety</p>	<ul style="list-style-type: none"> • Applies health and safety related skills and knowledge to all work practices. 	<ul style="list-style-type: none"> • Maintains own safe working environment and contributes to others safety of others. • Is aware of and can identify hazards to which they may be exposed and/or they may create, and takes action to eliminate or mitigate these. • Is aware of and complies

		<p>with responsibilities under the Health and Safety at Work Act (2015) and any subsequent amendments or replacement legislation.</p> <ul style="list-style-type: none"> • Adheres to WRHN/WAM policy.
Professional development and behaviour	<ul style="list-style-type: none"> • Undertakes responsibility for own professional development and contributes to the development. • Manages time appropriately, prioritises tasks at hand and takes a proactive approach to activities. 	<ul style="list-style-type: none"> • Participates in reviews as agreed and annual performance management. • Meets personal objectives to address identified learning needs. • Demonstrates professionalism and timeliness. • Takes accountability for own performance, punctuality, and completion of tasks.
Teamwork and support	<ul style="list-style-type: none"> • Works collaboratively with colleagues, subgroup team, outsourcing entity employees and stakeholders, to ensure delivery of timely and accurate outputs. 	<ul style="list-style-type: none"> • Takes responsibility for individually assigned tasks and outputs. • Contributes to a relaxed and happy work environment, in which all team members contribute and are successful in achieving deliverables. • Demonstrates engagement in formal and informal organisational activities, and commitment to on-going personal and professional development. • Responds proactively and positively toward workforce and workflow changes.

This position description is not intended to be exhaustive and includes a requirement to undertake such other duties as may be required from time to time by the WAM Business Health Services Manager.