



POSITION DESCRIPTION

STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.

POSITION NUMBER: 1076-1

Date reviewed/created: July 2019

POSITION TITLE: Revenue Development Officer

TEAM: Finance

LOCATION: Carramar

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Health Employees Agreement 2019".

CLASSIFICATION: Health Manager Level 3

A generous salary packaging scheme is also offered.

PERIOD OF APPRAISAL: Performance will be assessed within 3 months of commencement and a 6 month probationary/qualifying period will also apply.

Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Non-Government Organisation whose services are deemed to be part of the NSW public health system.

STARTTS' service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS' approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

Background to the Program Area of the position

The position of Revenue Development Officer forms part of the finance team of STARTTS .

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Chief Financial Officer (CFO)*
 2. Communication to : *Chief Financial Officer, Deputy Chief Executive Officer (DCEO), Chief Executive Officer (CEO)*
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SELECTION CRITERIA:

Essential Criteria:

1. CA, PNA or CPA membership
2. Demonstrated experience in coordinating all aspects of financial management

3. Proven skills and experience in revenue generation and development
4. Demonstrated high level computer literacy and experience, particularly in spreadsheets and MYOB or equivalent
5. Ability to problem solve and use initiative together with excellent communication skills
6. Ability to adapt to a busy environment and to manage competing priorities
7. Ability to work as part of a multicultural team, using initiative responsibly and exercise discretion and judgement

Desirable Criteria:

1. Current NSW Driver's Licence.

*This position is not considered child-related employment and will require a National Police Check.

BRIEF DESCRIPTION OF ROLE

This position was established to provide consultancy, advice and system development to improve revenue generation, maximisation and cost recovery services to STARTTS. The position will improve efficacy and efficiency in the receipt of revenue and contribute to overall financial sustainability and diversify sources of income. It suits a well organised individual with extensive accounting and financial management experience. The position will be responsible for improvement of revenue recording and reporting systems, advising the Chief Financial Officer and the CEO on efficiency and effectiveness of STARTTS revenue related operations. The position will concentrate activity in areas identified as providing opportunity for revenue generation and/or cost recovery. These may include but are not limited to Neurofeedback, training and fundraising related activities together with general revenue generation. The position will contribute to the establishment of better revenue tracking and receipting systems in order to contribute to the efficiency, effectiveness and sustainability of STARTTS revenue generating operations.

PRIMARY OBJECTIVES:

1. Revenue improvement including
 - 1.1. Financial Planning, Budgeting and Forecasting
 - 1.2. Financial Reporting
 - 1.3. Financial Analysis
2. Financial Information Management
3. Financial Strategy
4. Strategic Planning

PRIMARY DUTIES:

1. Revenue Development

- 1.1 Consult and work with relevant cost centre managers for the purposes of working on detailed revenue targets for designated areas of activity identifying opportunities revenue generation ensuring consistency with Service direction.
- 1.2 Analyse revenue performance and advise the CEO and the DCEO on opportunities to develop specific strategies to maximise revenue potential.
- 1.3 Ensure all revenue is effectively tracked, receipted and banked.
- 1.4 In consultation with the Chief Financial Officer contribute to improvement in systems for billing of revenue generation activities revenue financial operations and transactions processing to ensure appropriate safeguarding of financial records and banking and receipting of revenue as per policy requirements.

- 1.5 Educate and assist cost centre managers in the interpretation of financial reports and the implications of variances.
- 1.6 Ensure all revenue directed accounting and reporting systems are consistent with the Australian Accounting Standards and the NSW Department of Health Accounting and Audit Determination and Accounting Manual.
- 1.7 Contribute to effective internal revenue control system throughout STARTTS to ensure income is handled in accordance with relevant policies.
- 1.8 Provide a monthly report including financial analysis and key performance indicators reporting to the Chief Financial Officer.
- 1.9 Ensure timely provision of GST, and taxation information and reports related to revenue generating activities to relevant Government agencies where required.
- 1.10 In consultation with the Chief Financial officer and relevant Co-ordinators develop a plan for revenue identification and maximisation.
- 1.11 Liaise with all key stakeholders to ensure agreed funding is received and reporting requirements met.
- 1.12 Contribute to the preparation of annual financial statements for external audit.
- 1.13 Commit to continuing professional development consistent with the needs of STARTTS requirements and the Chartered Institute Australia or CPA as applicable.

2. Information Management

- 2.1 Produce routine reports regarding revenue received.
- 2.2 Provide regular information to the Chief Financial Officer regarding revenue performance against targets
 - actual revenue vs cost incurred in earning revenue
 - billable and non-billable activity or
 - directly funded and indirectly funded activity
- 2.2 Work with relevant program area co-ordinators and activity managers to assist them in implementing monitoring mechanisms to track revenue producing activity for those managers to ensure consistency with targets and resource allocation..

3. Strategic Planning

- 3.1 Assist the Chief Financial officer in the development of corporate, business and other strategic plans for the Service.
- 3.2 In consultation with Chief Financial Officer develop key performance indicators for own activities associated with revenue development.
- 3.3 Facilitate Service initiatives that maximise resource utilisation and revenue generation including salary packaging, and management of trust accounts.

4. Other Duties

- 4.1 Perform other finance duties as required to meet the objectives of the Finance Team

5. Personal

- 5.1 Participate in STARTTS Performance Management program
- 5.2 Be an active participant in team meetings to maximise contribution to the work of the team
- 5.3 Participate in STARTTS staff meetings and other relevant meetings
- 5.4 Contribute to professional and co-operative working relationships within Finance team and with other departments across STARTTS.
- 5.5 Participate in identifying quality improvement initiatives/strategies.
- 5.6 Attend and participate in all training opportunities identified for the role.
- 5.7 Liaise with and seek senior advice as required.

6. As a STARTTS employee you are expected to:

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
- Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.
- Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
- Actively seek to improve skills and knowledge that will benefit the organisation.
- Project a professional image at all times and in all situations.
- Undertake any other duties that may be required within the area of work.

Equal Employment Opportunity and Staff Relationships:

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
- STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.

STARTTS Workplace Policies

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

Work Health & Safety responsibilities:

- Comply with STARTTS WHS policies and procedures.
- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your Supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.

Risk management responsibilities: All staff have a responsibility to identify any risks (ie the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

Smoke-free Workplace

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the 'Non-smoking' Policy.

I have read the **Revenue Development Officer** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

Employee Name: _____
Please print

Employee Signature: _____ **Date:** _____

CHIEF EXECUTIVE OFFICER: Jorge Aroche

Signature: _____ **Date:** _____

Next position description review due: July 2021