

Position Description



Senior Billing Officer

Wesley Corporate Accounting (Finance)

August 2025

Agreement

Signed—Manager

Signed—Employee

Date

Date



1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "...doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our vision.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Wesley Corporate Accounting

The Wesley Corporate Accounting team has five key responsibilities:

- Portfolio Accounting – support and interact with different business areas
- Corporate Accounting
- Accounts Receivable
- Accounts Payable and Expense Management
- Billings (currently covering two business units: HomeCare and Disability))

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

3. Purpose of role

The purpose of the Senior Billing Officer is to provide effective Billing support to Home Care, Disability and other business units as required by assisting stakeholders with Billing, administrative and accounting functions. The role encompasses daily tasks associated with, billing, debtor management, reconciliations, as well as monitoring work flow and other general office duties whilst dealing with clients, organisations, management and staff.

4. Relationships

Reports to: Billing and AR Manager

Work-flow monitoring of: Billing and Data Specialist, and Billing Officer (x2)

Key relationships:

- The Wesley Home Care and Disability staff and management team
- Wesley Mission teams, committees, networks and boards as appropriate.
- Partner organisations outside Wesley Mission including Uniting Church, local councils, government departments, service providers and industry organisations.
- Other staff across Wesley Mission

Leadership Framework Level: N/A

5. Major role responsibilities

5.1 Our clients

provide support to clients with regards to budget and accounting queries

- timely billing and statement administration
- Build and maintain strong relationships with suppliers and external stakeholders.
- Ensure prompt resolution of any client inquiries and disputes
- be a strong ambassador for the Wesley Corporate Accounting team

5.1.1 Performance Measures

- resolving client queries in a timely manner
- billing clients fortnightly and/or monthly as per program guidelines
- timely processing of credit notes and other billing administration
- ensure client satisfaction

5.2 Our People (our team)

- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- on a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- In consultation with the Billing and AR Manager set Key Performance Indicators (KPIs) by department and for individual staff
- Coach team members to build capabilities aligned with evolving billing scope and organisational needs.



- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues, etc.
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings

5.2.1 Performance Measures

- continuous improvement and team participation
- Employee engagement and morale are maintained and improved within the team and the broader Corporate Accounting and Finance team.
- Team capability development and readiness for scope growth.
- Effectiveness in managing workload distribution across billing functions for Home Care, Disabilities or of other business units as required.
- Team members demonstrate effective collaboration and proactively resolve challenges independently.

5.3 Our Operations

- Oversee end-to-end billing, ensuring accuracy, timeliness, and compliance.
- Monitor billing activities across Home Care and Disabilities or other business units as required to maintain data integrity and resolve discrepancies promptly.
- regularly meet with team to discuss the work of the program, demonstrating flexibility and willingness to change and improve professional standards based on feedback of internal and external stakeholders
- responsible for the operational oversight and day-to-day workflow coordination of the Billing & Data Specialist and Billing Officers. This includes managing task prioritization, balancing workload, and supporting issue resolution.
People management responsibilities — including performance appraisals, leave approvals, and disciplinary actions — remain with the Billing & AR Manager.
- communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates

5.3.1 Performance Measures

- Accuracy, timeliness, and compliance of billing processing.
- Effectiveness in resolving billing discrepancies across business units within defined timeframes.
- Quality and usefulness of billing insights provided to business units that contribute to improved billing processes.

5.4 Our Financials

- Billing processing and reconciliations
- client budget reconciliation and maintenance
- client debtor management



5.4.1 Performance Measure

- debt reduction
- timely billing processing
- achieving fortnightly and monthly deadlines

6. Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work. Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity, and a positive reputation of the organisation.
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- as directed, other activities to support the delivery of superior billing administration for the Wesley Home Care and Disability Business units and Wesley Mission Strategic Plan, as requested by your manager
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance and development.



7. Performance Measures

- Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

8. Selection criteria

To be successful in this position, you must possess the following:

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:
- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and Deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience

Essential skills/knowledge

- minimum of 4 years demonstrated experience in accounts and office administration
- tertiary degree in Business or Finance
- demonstrated reconciliation of accounts and administration experience
- Solid data analysis and capacity to report on findings
- thorough attention to detail
- experience/understanding of working within policies, procedures guidelines of Home Care and NDIS requirements.
- ability to implement improvement measures as directed by management
- proven ability to meet deadlines and reporting requirements
- Advanced skills in Microsoft office suite of products, particularly excel
- Proven ability to work independently and as part of a dynamic team
- high level organisational skills
- strong ability to communicate clearly using verbal, written and electronic mediums to liaise with a wide range of people in different capacities
- Demonstrated talent to train others
- experience in managing a team and developing team for superior performance

Desirable skills/knowledge



- experience with Peoplesoft, Carelink, or other system used in Home Care or Disability providers.
- Background working in the Community Services Sector and exposure to NDIS and Home Care programs.

Training and qualifications

- hold a relevant tertiary qualification in Accounting or Finance.

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.

