

## SCHEDULE A



### POSITION DESCRIPTION

<b>Position Title:</b>	<b>Finance Manager</b>
<b>Reporting To:</b>	CEO
<b>Position Size:</b>	Full time (40 hours per week)
<b>Functional Relationships:</b>	Patients and their families Nursing Team Support Services Team Medical Director Clinical Manager Chief Executive Officer All Hospice Staff and Volunteers

#### **Purpose of the Position:**

- To provide a key role in the financial management of our Hospice, based in Invercargill, we cover all of Southland and the Wakatipu Basin.
- To provide financial and management reporting, budgeting, forecasting, insurance and cash management, investment management, grant applications and any other requirements as directed by the CEO.
- To manage our IT operations (we contract these out) while also overseeing our administration sections, namely reception.
- To be a vital part of our senior management teams working closely with the CEO and the clinical senior managers.
- To provide oversight of the administrative systems at Hospice Southland and to support the functions of the Leadership Group
- To provide leadership and direction to the staff within the Administration team.
- Ensure that the staff within the Administration team meet the expected standards for their respective roles and functions.

#### **Primary Objectives:**

- The appointee will oversee the finance function bringing strong management accounting analysis, strategic insights backed up by robust analyses and trend data management.
- Manage the reception team of Hospice Southland and support the staff in developing a sense of belonging and commitment to the Hospice Southland Mission and Values Statements.
- Ensure financial needs of the leadership team and the Board are being met.
- In conjunction with the CEO, to facilitate the smooth running of the Information Technology system

- To ensure the accurate and efficient use of the dedicated software used by Hospice Southland, Xero and Infoodle
- To oversee the financial reporting systems
- To assist and support other members of the Community Engagement Team
- To undertake projects as requested by the Leadership Group

Area of Responsibility	Key Tasks
<b>Financial Systems</b>	
Debtors/Creditors	<ul style="list-style-type: none"> <li>• Manage transactional Accounts Receivables (AR) and Accounts Payable (AP)</li> <li>• Conduct reconciliations</li> <li>• Prepare monthly financial management accounts and provide variance analysis and commentary to the CEO, the leadership team and the Board through the Finance and Audit committee.</li> <li>• Oversee the budget and forecasting process, including input into Xero.</li> <li>• Develop and produce additional reports such as monthly KPI and weekly nursing reports, including reports on flexing of nursing staff where required.</li> <li>• Manage and report on cash flow</li> <li>• Prepare governance report based on variance reporting</li> <li>• Working with the CEO and the Board Treasurer have oversight of the Hospice Foundation investment fund.</li> <li>• Have a thorough working knowledge of Hospice Southland's policies and procedures related to financial and resource management.</li> <li>• . Ensure accurate and timely processing is undertaken in accordance with accepted accounting standards and organizational procedures.</li> <li>• Be responsible for managing any debtor/creditor queries and outstanding payments or deliveries.</li> <li>• Prepare and submit GST returns as required and in line with IRD timeframes.</li> </ul>
Annual Organizational Budget Process	<ul style="list-style-type: none"> <li>• Once approved, ensure budget cost centers are entered into the accounting system by 30 June each year.</li> <li>• Review and update the Chart of Accounts for budget-holders as required.</li> <li>• Prepare monthly and year to date financial reports for budget holders, Board of Trustees and Audit and Finance Committee.</li> </ul>
Payroll	<ul style="list-style-type: none"> <li>• Manage PAYE and KiwiSaver payments to IRD, and process KiwiSaver employee applications.</li> </ul>

	<ul style="list-style-type: none"> <li>On a fortnightly basis, complete the internal audit of the draft pay sheet for staff in the Administration team in order to finalize the payroll before payment is made to staff.</li> </ul>
Cash flow	<ul style="list-style-type: none"> <li>Ensure all practices related to the handling of cash and the finances of the organization are undertaken according to safe practice and report any discrepancies to the CEO as soon as these are identified, utilizing the event reporting process each time.</li> <li>Monitor the operational cash flows in a manner that enables the Hospice to meet its financial obligations and investment opportunities. Report any potential issues to the CEO as soon as possible.</li> <li>Assist and support other member of the Reception and Community Engagement Team with the processing of cash, receipts and complete written acknowledgments of disbursements from bequests and clarify any queries and identify the need for any advice in regard to legal matters with line manager and/or Chief Executive Officer as soon as identified.</li> <li>Record daily takings for the Hospice Shops.</li> <li>Ensure all donors are written to and thanked with a receipt where required. These are to be signed by the CEO.</li> </ul>
External and Internal Audits	<ul style="list-style-type: none"> <li>Act as the liaison person for the organization's annual financial audit and ensure that all end of financial year processes are finalized in advance of the on-site audit.</li> <li>Promptly respond to any queries or requests from the Auditor and prepare explanatory reports as required.</li> <li>In consultation with the Chief Executive Officer implement any recommendations from the Auditor for improved practice in a timely manner.</li> <li>Assist with regular internal audits in relation to financial management practices including but not limited to: <ul style="list-style-type: none"> <li>Counting cash received and acting as second counter in this process</li> <li>Outstanding creditors/debtors and stale cheques.</li> </ul> </li> <li>Ensure the timely collation of data required for reporting purposes to MoH, ACC, Statistics NZ etc., and ensure it is available by the due date</li> </ul>
Travel and Accommodation Bookings	<ul style="list-style-type: none"> <li>Complete bookings for staff, including Board Members, visiting staff/educators, travel and accommodation when attending meetings, courses, and conferences.</li> <li>Ensure the completion and furnishing of invoices for subsidies to Hospice New Zealand and other agencies as reimbursement of travelling and/or accommodation costs.</li> </ul>

<b>Leadership and Management</b>	
Team Leadership	<ul style="list-style-type: none"> <li>• Take overall responsibility for the recruitment of suitably qualified staff within the Administration team, adhering to Hospice Southland recruitment procedures.</li> <li>• Act as the line manager, representing and advocating for their needs, for staff in the Administration</li> <li>• Encourage and support the development of self-managing teams within the team.</li> <li>• Work as a link between Clinical Teams and Administration Team. Co-ordinate and direct Administration Team members in support of clinical teams.</li> <li>• Ensure new administration staff recruited undergo a comprehensive orientation programme and receive the training necessary for effective performance of their responsibilities</li> <li>• Manage the ongoing performance of staff in line with the performance management philosophy and policy of Hospice Southland.</li> <li>• A sense of cohesion and teamwork is maintained for the Administration team with effective working between health professionals, support staff and volunteers for the benefits of the patients and their families.</li> <li>• Delegation of tasks as appropriate to the expertise within the Administration team.</li> </ul>
<b>Facilities and Equipment</b>	
Data Entry	<ul style="list-style-type: none"> <li>• Be proficient in the use of the dedicated software programmes in use at the Hospice such as, but not limited to Xero and Infoodle databases.</li> <li>• Oversee the use of these programmes by other staff and identify and implement strategies to improve efficiency and accuracy.</li> <li>• Train and support other staff and volunteers in the use of Hospice Southland's software programmes.</li> </ul>
Information & Communications Technology This is also contracted out to Focus	<ul style="list-style-type: none"> <li>• In conjunction with the CEO, oversee the Hospice computer technology system throughout the Hospice facility, ensuring that it is maintained in a condition that protects systems from viruses and other malicious activity, and minimises system down-time.</li> <li>• Undertake the role of 'super user' for all computer equipment and software and have a working knowledge of all computer programmes used by Hospice Southland. This includes but not limited to:</li> <li>• acting as a 'trouble-shooter' for the computer system in the first instance before contacting the IT support agency.</li> <li>• being prepared to assist with in-house staff training in the use of the hardware and software as required</li> <li>• oversee the general use of ICT equipment (facsimile, mobile and landline telephones, PC's, laptops, printers</li> </ul>

	<p>etc) and advise on any upgrades required or cost efficiencies achievable.</p> <ul style="list-style-type: none"> <li>• Ensure information technology support is readily available to allow all staff and volunteers to work effectively and efficiently.</li> <li>• Develop and maintain strong relationships with the organisation's contracted technology service provider.</li> <li>• Work closely with the CEO (and other senior leaders) to ensure the future technology needs for the organisation are addressed e.g. upgrades and purchases of new equipment. Work alongside the Administrator to provide helpdesk support to the organisation.</li> </ul>
Vehicles	<ul style="list-style-type: none"> <li>• Be responsible for the overall maintenance of the organisation's vehicles, ensuring that they have current WOF and Registration and ensure that inspections/maintenance is undertaken as required</li> <li>• Oversee the use of the fuel cards, and monitor and implement the petrol voucher distribution system</li> <li>• Ensure the organisations membership of AA or an approved equivalent is kept current and up to date as a mechanism for support of the community-based operations of the organisation.</li> <li>• These can be delegated to the Facilities Manager</li> </ul>
Insurance	<ul style="list-style-type: none"> <li>• Be responsible for the review and renewal of Hospice Southland's buildings, contents, motor vehicles and liability insurance package, ensuring that assets are correctly valued for replacement, and the appropriate declarations are received from Board Members and senior staff.</li> <li>• Oversee the process of insurance claims, liaise with the insurer in regard to insurance claims, and in consultation with the line manager oversee the replacement / repair of damaged items subject to an insurance claim under the guidance of the CEO.</li> </ul>
Hospice Reception	<ul style="list-style-type: none"> <li>• As required provide back up to the Administration Officer – Reception during meal breaks and periods of absence from the front desk.</li> <li>• Provide second call for incoming calls into the Hospice Palliative Care facility.</li> </ul>
<b>Communication</b>	
Communication of Patient Outcomes	<ul style="list-style-type: none"> <li>• To inform Registered Nurses (RN) in the Inpatient Unit and/or Community Palliative Care Team of all vital communication received via visitors'/relatives/ or telephone calls.</li> <li>• Under the guidance of the Nursing Director liaise with other health professionals, within the hospice and in other health agencies, involved in the provision of care and support to the patient and/or family as required and to ensure seamless and effective care and support is provided. e.g. Pharmacy, District Nurse messages, faxing scripts, MR54</li> </ul>
Internal	<ul style="list-style-type: none"> <li>• All communication with fellow staff members is undertaken in a positive, open and constructive</li> </ul>

External	<p>manner.</p> <ul style="list-style-type: none"> <li>• To act as a key link between the clinical and Administration Team ensuring that communication flows freely.</li> <li>• Maintain an open and direct line of communication with all members of the Leadership team and the CEO as line manager for this position. Adopt a 'no surprises approach'.</li> <li>• Provide a written report monthly to the CEO as required for the Administration team.</li> <li>• Actively participate in regular team meetings</li> <li>• Communication with external agencies, organizations and individuals reflect the values of Hospice Southland.</li> </ul>
Team Involvement	<ul style="list-style-type: none"> <li>• Ensure that as a member of the team, work is co-operative and coordinated</li> <li>• As a senior member of the Support Services Team, be aware and supportive of others roles and responsibilities, allowing for a competent and relaxed atmosphere.</li> </ul>
<b>Quality and Service Development</b>	
	<ul style="list-style-type: none"> <li>• Actively participate in Quality and Service Development initiatives, working parties and audits, recognising the policy of continuous quality improvement through all activities of the organisation at all levels.</li> <li>• Assist in the development and review of policies and procedures pertinent to the role.</li> <li>• Hospice Southland's status in the Certification Audit with the Ministry of Health is maintained and regained through each successive audit cycle.</li> <li>• Ensure a risk-management approach is undertaken in all practices.</li> <li>• Ensure all incidents and reportable events are reported and recorded according to the designated policy and procedures.</li> <li>• As required, attend Health and Safety, Reportable Events and Leadership Group meetings in order to progress and positively participate in these areas of Service Development related to the role.</li> </ul>
<b>Health and Safety</b>	
	<ul style="list-style-type: none"> <li>• All staff are required to be aware of their own responsibilities and actions from the perspective of the organizations goal of providing a safe workplace for all staff, patients and visitors</li> <li>• Observe and practice safe work methods using safety equipment where provided, and report unsafe working conditions or equipment to the Health and Safety Officer or Line Manager.</li> <li>• Actively and positively participate in workplace health and safety initiatives as required within the role.</li> <li>• Encourage all staff to undertaking regular and</li> </ul>

	<p>ongoing clinical supervision as part of the Organization's policy and response to the known hazards in the Hospice Palliative Care work environment</p> <ul style="list-style-type: none"> <li>• Work with the Health and Safety team to ensure the above is practically covered</li> </ul>
Cultural Safety	<ul style="list-style-type: none"> <li>• Respect the cultural diversity of all individuals by recognizing that people are entitled to consideration and respectful care without prejudice against gender, ethnic background, lifestyle, education and religion</li> <li>• Understand and reflect in practice the principles of the Treaty of Waitangi.</li> </ul>
<b>Projects and Miscellaneous Duties</b>	
	<ul style="list-style-type: none"> <li>• Undertake projects or other duties as may be reasonably directed by the Line Manager or members of the Leadership Group in an efficient, positive and productive manner.</li> </ul>
<b>Personal Development</b>	
Maintain an awareness of own health needs and communicate these to the line manager for this role	<ul style="list-style-type: none"> <li>• Be aware of your own workload pressures, personal responses to stress and maintain a strategy for personal management of the same.</li> <li>• Undertake regular peer mentoring in line with the Hospice Southland Policy on Clinical Supervision.</li> <li>• Identify opportunities to further develop skills, set goals and utilize resources within and outside the organization.</li> <li>• Attend Inservice training as appropriate and required.</li> </ul>



## PERSON SPECIFICATION

### **Position Title: Finance Manager**

It is expected that the appointee to this position will meet all or most of the following criteria:

### **EXPERIENCE:**

#### **Essential Criteria-**

- Extensive experience in a financial administrative and reporting role
- Confident in the use of Xero and the Microsoft Office Suite

#### **Desirable Criteria-**

- Knowledge of the Health industry
- Knowledge of the PalCare and Infoodle computer systems

## **EDUCATIONAL:**

### **Essential Criteria-**

- A current driver's licence without endorsements.
- Completion of tertiary level qualifications in accounting or financial management or similar and be CA qualified.

### **Desirable Criteria-**

- Completion of study in Information Technology, HR Management, Business Studies or similar
- Knowledge of the Health Sector
- Knowledge of the Charities sector

## **PERSONAL ATTRIBUTES:**

- A strong sense of personal integrity and an understanding of the personal and professional challenges of working in a palliative care setting.
- Have excellent written and oral communication skills
- Have the ability to provide support and leadership to other members of the Administration Team
- Be self-motivated and use personal initiative to find creative solutions to challenges that arise in the workplace
- A passion and strong focus on continuous quality improvement both personally and professionally.
- Ability to practise a high level of interpersonal skills and open communication within the immediate and wider Hospice Southland group.
- Ability to establish rapport with people in all social situations, and sensitivity to cultural differences.
- Ability to work autonomously and collaboratively within the Inpatient Unit and the wider organisation.
- Prepared to work in the spirit of the Hospice philosophy where so many people give freely of their time – demonstrates a willingness to contribute on a voluntary basis to the mission and vision of Hospice Southland
- Well-developed sense of humour and fun.