



Permanent Care and Adoptive Families Inc.
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POSITION DESCRIPTION

POSITION TITLE:	Accounts Payable Officer, .8FTE. Fixed term contract until 30 th June 2025 (with the possibility of an extension).
POSITION OVERVIEW:	The Accounts Payable Officer is responsible for managing and processing the Flexible Funding programs payments and ensuring that all invoices are accurately recorded and paid on time.
LOCATION:	This position is based at the PCA Families office in Carnegie. The position is offered on a part-time, fixed-term contract basis. The position works weekday office hours, however, may be required to work outside of these hours based on organisational and position needs. This role is subject to key performance indicators to evaluate success in the role and has an annual performance review.
REPORTS TO:	The Accounts Payable Officer will be supervised by Andy Dao, Finance Manager. Day to day support will be provided by the Flexible Funding Senior Worker.
SALARY LEVEL:	SCHADS Level 2

Permanent Care and Adoptive Families (PCA Families) is a not-for-profit carer member-based organisation representing families formed by Permanent, Kinship care and Adoption in Victoria. Established by parents from this community in 2003, we continue to be guided by the lived experience of our members. Funded by the Department of Families, Fairness and Housing (DFFH) we provide the: Helpline information, support, and referral service Flexible Funding Program, Homestretch and Better Futures Programs, Peer Support and Advocacy.

Our programs and practices include a child-centred and family-focused approach to support strong and sustainable Permanent Care, Kinship Care and Adoptive families. PCA Families is governed by an elected Board that holds expertise and leadership to govern the organisation. With more than 3000 members and clients and a small, dedicated staff team, PCA Families is the peak body in Victoria for Permanent Care and Adoptive families.

OUR VISION:	That every child who cannot live permanently with their birth parents thrives in a strong stable and permanent family.
OUR PURPOSE:	We empower families to provide stable culturally relevant permanent homes for children and young people who cannot live with their birth families.
OUR MISSION:	We advocate on behalf of and deliver peer support and other trauma informed services for permanent care, kinship and adoptive families. We inform, upskill and empower parents/carers and advocate strategically for services and support that child and the community need. Our independent support is trusted by our families and often critical to their success.

POSITION PROFILE:

This position's profile is to provide quality and effective professional services to our clients and families. The position is responsible for day-to-day financial operations of the Flexible Funding program, including:

1. Invoice Processing:

- Receive and review invoices for accuracy and input invoice information into the accounting system and obtain necessary approvals for payments.
- Assessing vendor ABN status, GST status, liaise with new vendor to complete new vendor creation requirement.

2. Payment Management:

- Respond to priority payments and level one queries from carers, staff, and suppliers.
- Support the Finance Manager in the preparation and processing of payment runs.
- Ensure timely payment of invoices to avoid late fees and maintain good vendor relationships.
- Follow up with vendor/bank to resolve payment issues such as overpayment, incorrect payment, failed payment
- Bank reconciliation for Flexible Funding bank account and credit card

3. Reconciliation:

- Send remittance advice to carers and suppliers.
- Reconcile supplier statements with the organisation's records.
- Resolve any discrepancies or issues with suppliers promptly.

4. Record Keeping:

- Update payment and invoice status of each application/invoice in the CRM (Dynamics 365).
- Manage carers and suppliers' financial details in accounting system.
- Maintain accurate and up-to-date records of all accounts payable transactions.
- File invoices and payment records systematically.

5. Compliance and Reporting:

- Ensure compliance with organisational policies and financial regulations.
- Supporting the Finance Manager with reconciliations (Xero and Dynamics 356), statements filing, and financial reporting.
- Assist in preparing financial reports related to accounts payable.
- Assist the Finance Manager with program budget reporting, GST reporting, and other adhoc reports as required.

6. Communication:

- Manage financial queries related to Flexible Funding Program and the Flexible Funding Accounts Payable inbox.
- Respond to Flexible Funding calls relating to the payment of invoices as required.
- Liaise with providers to address queries and provide information.
- Liaise with the Flexible Funding team to resolve issues with invoices/applications as required.
- Communicate effectively with all stakeholders to ensure smooth processing of payments.

7. Expense Management:

- Ensure expenses are coded correctly and comply with organisational policies.
- Ensure that accurate data and timely reports are provided as required.
- Collaborate on finance projects and system improvements to improve processes.

8. Quality, risk, and auditing preparation:

- Identify potential risks and report to the Finance Manager/CEO.
- Assist the Finance Manager in the preparation of documentation and support to conduct internal and external audits.
- Ensure all accounts payable records are audit ready.
- Ensure all funding, legal and statutory requirements are met including those related to serious incidents, reportable conduct, and mandatory child safety reporting and case practice requirements.

9. System and data maintenance

- Assist the Flexible Funding team in regard to troubleshooting with the CRM.
- Assist the Finance Manager in maintaining financial system (Xero)
- Assist the Finance Manager in managing financial data in both Xero and CRM
- Assist the Finance Manager in managing PowerBI Dashboard and related APIs

Organisational Requirements

- Participate in supervision and performance reviews.
- Actively participate in team meetings and professional development as required.

Personal accountability

- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Take reasonable care for your own health and safety, and the health and safety of others.
- Promote a positive safety culture and promptly respond to and report health and safety hazards, incidents and near misses to line management.
- Share relevant information to third parties only with the informed consent of the family/members in accordance with relevant privacy legislation, policies and procedures.
- Ensure the safety, protection and wellbeing of children and young people who may come into association with PCA Families is always paramount.

KEY RESULT AREAS:

The Accounts Payable Officer is required to demonstrate performance in the following key result areas as part of the annual review process. The Accounts Payable Officer discusses all aspects of the following key result areas in their line management meetings with the Finance Manager:

Key measures will include:

- % of invoices processed within 2 business days.
- Reduction in the number of calls relating to application to payments.
- Carers satisfaction rating annually.
- Number of complaints relating to payments annually.
- Reports submitted on time.
- Annual financial audit compliance.

- % of priority invoices responded to within 1 business day.
- Queries responded to within 1 business day.
- Payment status data in the CRM is maintained in real time.
- Compliance with relevant standards and auditing processes.

EMPLOYMENT CONDITIONS:

The following Conditions of Employment are required for the Accounts Payable Officer

Work Arrangement:	<ul style="list-style-type: none"> • PCA Families is a family friendly workplace offering flexible working arrangements. Employment conditions draw from those detailed in the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packing is available for ongoing and fixed term staff, in line with ATO provisions for Public Benevolent Institutions. PCA Families is a Child Safe organisation with zero tolerance of child abuse.
Professional & Personal Characteristics:	<ul style="list-style-type: none"> • Ability to meet key result areas. Has a positive mindset and understands the key competencies required to ensure high performance outcomes in the role. Is highly resilient and is an engaging team member.
Qualifications & Experience:	<ul style="list-style-type: none"> • Relevant qualifications in accounting, finance, or a related field and/or proven experience in a similar financial role in a not-for-profit organisation.
Pre-employment Screening:	<ul style="list-style-type: none"> • Holds a current Working with Children Check card • Passing a current Police Check (including providing 100 points of ID) • Passing an international police check (if applicant has resided overseas for 12+ months in the last 10 years).
Probation:	<ul style="list-style-type: none"> • This role holds a 6-month probation period and ongoing periodic review through supervision and annual review framework.
Benefits:	<ul style="list-style-type: none"> • Professional Supervision Well respected employer • Modern & contemporary work environment • Access to PCA Family Employee Assistance Program (EAP) • Study leave upon approval
Compliance:	<ul style="list-style-type: none"> • Comply with and adhere to conditions of employment, Code of Conduct, Confidentiality. Adhere to all relevant Acts, Codes and organisational policies including, Privacy, Anti-Discrimination, Bullying and Harassment, Evidenced Decision Making, Work Health & Safety. This position is required to sign a new Personnel Declaration. • The Accounts Payable Officer is required to conduct their role in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OHS. • The Accounts Payable Officer is required to disclose any pre-existing injuries that may impact or influence the employment of this position. This will assist the organisation to maintain a safe work environment for the role. • The Accounts Payable Officer must hold a current Working with Children Check at all times. • All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others, including reporting all incidents and injuries, as well as co-operating with any measures introduced in the workplace to improve WHS.
Mandatory Requirements:	<ul style="list-style-type: none"> • Mandated by law to report any concern regarding the safety, welfare, welfare and security of a child. • Report any suspected abuse and or neglect of an adult with a disability or an ageing person.

Equal Opportunity:	<ul style="list-style-type: none"> PCA Families is an equal opportunity employer.
Professional Development:	<ul style="list-style-type: none"> Professional development & training opportunities are offered to staff, members and study leave may also be available in certain circumstances upon approval.
Lived Experience:	<ul style="list-style-type: none"> We are the member representative organisation of the permanent care and adoptive community in Victoria. We strongly encourage applicants with lived experience.
Cultural Competency:	<ul style="list-style-type: none"> People of Aboriginal and Torres Strait Islander heritage are strongly encouraged to apply for the position. As an inclusive organisation, PCA Families is striving to become culturally competent, and all staff are expected to undergo regular cultural competence training as part of their professional development plans.

SELECTION CRITERIA:

SC1	Relevant qualifications in accounting, finance, or a related field and/or proven experience in a similar financial role in a not-for-profit organisation.
SC2	Relevant qualifications in accounting, finance or a related field and/or proven experience in a similar financial role in a not-for-profit organisation. Knowledge of accounting principles and practices.
SC3	Knowledge in accounting software (Xero), strong excel skills and familiarity with Microsoft Office – Dynamics 365 applications.
SC4	Attention to detail and a high level of accuracy in processing invoices and financial records. Ability to identify discrepancies and resolve issues promptly.
SC5	Strong verbal and written communication skills. Ability to liaise effectively with providers, staff, and other stakeholders.
SC6	Excellent time management and organisational abilities. Capacity to oversee multiple tasks and meet deadlines.
SC7	Commitment to maintaining confidentiality and integrity in financial practices.
SC8	Ability to troubleshoot and resolve accounts payable issues. Proactive approach to improving processes and systems.
SC9	Ability to work effectively as part of a team. Willingness to support other Flexible Funding team members and contribute to a positive work environment.
SC10	Flexibility to adapt to changing priorities and organisational needs. Openness to learning new systems and processes.
SC11	Demonstrates commitment to ongoing development through participating in supervision and training.
SC12	Knowledge and understanding of the out of home care sector/and or lived experience as a permanent carer of adoptive parent an advantage.
SC13	Enthusiasm for IT systems and data. Openness to learning system configuration, troubleshooting IT issues, and coordinating with IT company/consultant to resolve.

EMPLOYEE AGREEMENT:

I agree to abide by the details of this Position Description as required in the role of Accounts Payable Officer

Employee Name:	Employee Signature:	Date: