

Position Description

Position Title	Revenue Assurance & Claims Control Officer (Finance)
Program	Finance
Reports to	Financial Controller
Instrument / Award	<input type="checkbox"/> Enterprise Agreement (EA) <input type="checkbox"/> Social, Community, Home Care & Disability Services Award <input type="checkbox"/> Health Professionals and Support Services Award <input type="checkbox"/> Cleaning Services Award <input type="checkbox"/> Clerks Private Sector Award <input type="checkbox"/> Common Law / Non-Award <input checked="" type="checkbox"/> Other
Classification	TBC

ABOUT US

Since 1986, Opendoor has been creating opportunities for individuals when they need it most. As a national community services not for profit, we provide services and programs that span employment, training, disability, youth, allied health, and social enterprise that assist individuals to gain confidence, skills, and independence.

Each year, we improve the lives of thousands of individuals across Australia, offering practical solutions that empower them to build better futures. With a strong presence in Victoria and Queensland and a committed team, we work alongside individuals to understand their challenges and goals and provide the right resources at the right time.

Our Vision: Improving lives through dignity and choice.

Our Mission: Empowering people to achieve a meaningful role in society.

VALUES

In conducting our day-to-day work, Opendoor management and staff aspire to Opendoor's values:

- **Relationships** that embrace dignity, community, and mutual respect.
- **Optimism** that is lived out in positive attitudes about people and expectations of success and growth.
- **Innovation** including creativity, responsiveness, risk taking and flexibility.
- **Diversity** that acknowledges differences and appreciates the diverse needs and skills of each person.
- **Advocacy** that makes us socially pro-active for the disadvantaged.
- **Staff** who are committed to the goals of the organisation and to their own development.



ROLE PURPOSE

This role exists to strengthen the integrity, accuracy, and defensibility of claims, payments, and recoveries across the organisation.

Positioned within the Finance function, the role works closely with Service Delivery and Claims teams to administer Employment Fund commitments, payments and drawdowns, reconciliations, acquittals, and audit evidence in accordance with Departmental guidelines and contractual program requirements.

The role will work with the Claims Centre and operational teams, to provide a Revenue Assurance and Claims Control support function, supporting the first line of defence through analytical oversight, exception reporting, recovery coordination, and control monitoring.

A core responsibility is to track, review, monitor, and report participant expenditure across programs monthly, ensuring spend remains within approved budgets and complies with governing contractual guidelines.

Initially, the role will focus primarily on revenue optimisation for employment programs (Transition to Work and Workforce Australia Services), with scope to expand into a broader revenue review and control role across all programs with Opendoor.

KEY RELATIONSHIPS

Internal

- Claims Manager
- Finance Team
- Risk & Assurance
- Operations

External

- Auditors
- Allied Health Providers

SCOPE

Direct Reports	Indirect Reports	Budgeted Financial Responsibility	Delegated Financial Authority
0	0	\$Nil	\$Nil



KEY RESPONSIBILITY AREAS	
Revenue Integrity & Financial Controls	<ul style="list-style-type: none"> • Maintain strong preventive and detective controls across claims, payments, disbursements, and recoveries. • Ensure all revenue claims align with funding agreements, program rules, and Departmental guidelines. • Perform pre-submission validation and post-payment assurance reviews to detect errors and non-compliance. • Strengthen first-line assurance capability in partnership with Claims and Finance teams.
Risk & Exception Management	<ul style="list-style-type: none"> • Analyse claims and payment data to identify anomalies, revenue leakage, high-risk transactions, and control weaknesses. • Produce exception reports highlighting trends, systemic issues, and emerging financial risks. • Investigate issues, recommend corrective actions, and escalate material risks as required. • Contribute to ongoing enhancement of financial control frameworks.
Claims, Payments & Disbursements Assurance	<ul style="list-style-type: none"> • Review claims and payments for accuracy, completeness, and compliance. <u>This includes enterprise level review.</u> • Validate supporting documentation and ensure audit-ready evidence is consistently maintained. • Monitor Employment Fund disbursements against approved budgets and participant eligibility. • Apply enhanced scrutiny to high-volume, complex, or high-risk transactions.
Revenue Recovery & Leakage Prevention	<ul style="list-style-type: none"> • Identify and coordinate recovery of ineligible, duplicate, or incorrect payments. • Liaise with internal teams and external providers to resolve overpayments efficiently. • Track recovery actions, monitor ageing items, and report outcomes and exposure. • Use recovery insights to inform stronger downstream controls.
Reporting & Monitoring	<ul style="list-style-type: none"> • Prepare monthly revenue assurance reports covering expenditure, claims performance, risks, and recoveries. • Track participant-level spend against budgets and contractual limits. • Provide actionable insights to Finance and operational leaders to support informed decision-making. • Support audit requests and external assurance activities.
Workflow & Process Controls	<ul style="list-style-type: none"> • Monitor claims and payment workflows to ensure timeliness, consistency, and compliance. • Identify process breakdowns, bottlenecks, and control gaps. • Support system, workflow, and process improvements to strengthen control effectiveness.



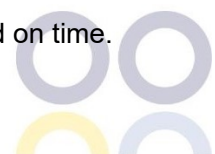
<p>Stakeholder Engagement & Advisory</p>	<ul style="list-style-type: none"> • Act as a trusted finance control advisor to Claims, Operations, and Leadership. • Provide guidance on funding rules, financial risk, and control requirements. • Communicate findings, risks, and recommendations clearly and pragmatically. • Liaise with auditors, regulators, and external providers as required.
<p>Control, Compliance and Culture</p>	<ul style="list-style-type: none"> • Promote compliance with Opendoor policies, procedures, and ethical standards. • Support education and awareness to embed strong financial risk culture. • Uphold client safety, safeguarding, and professional practice obligations.
<p>Continuous Improvement</p>	<ul style="list-style-type: none"> • Proactively improve systems, processes, and controls to reduce errors and increase assurance coverage. • Use data and insights to drive smarter preventive controls and revenue optimisation. • Support Finance Leadership with evidence-based recommendations.
<p>Work Health and Safety</p> <p>At Opendoor, safety is essential to delivering high-quality, person-centred services. Every employee is responsible for promoting health, safety, and wellbeing of participants, colleagues, and visitors. All employees must:</p> <ul style="list-style-type: none"> ▪ Take responsibility for their own safety and support the safety and dignity of others. ▪ Identify and report risks, hazards, and incidents properly. ▪ Comply with Opendoor OH&S policy, procedure and safe work practices. ▪ Follow directions given by coordinators, site managers, or any OH&S representatives. ▪ Contribute to a positive safety culture that supports safe, respectful, and high-quality service delivery. 	

SUCCESS MEASURES

- **Accuracy of Claims and Payments**
 - All claims and payments reviewed are accurate, complete, and compliant with program guidelines.
 - Errors or exceptions are identified, documented, and escalated in a timely manner.

Timeliness of Reporting

- Monthly, quarterly, and ad hoc financial and claims reports are submitted on time.



- Key metrics (participant spend, reconciliations, exception reporting) are delivered within agreed deadlines.

Exception Management & Risk Mitigation

- Exceptions, anomalies, or high-risk items are flagged and actioned promptly.
- Resolution and follow-up of discrepancies occur within agreed timeframes.

Compliance & Audit Readiness

- All claims, payments, and expenditure are audit-ready, with supporting documentation maintained.
- Internal or external audit findings related to claims/financial controls are minimal or resolved effectively.

Stakeholder Engagement & Support

- Internal teams (Claims, Operations, Finance) receive timely, clear, and useful guidance.
- External providers (auditors, allied health) report positive interactions and responsiveness.

Process Improvement Contributions

- Suggests or implements practical improvements to claims or financial processes.
- Demonstrates initiative in supporting system or workflow enhancements that reduce errors or improve efficiency.

Budget and Expenditure Oversight

- Participant and program expenditure stays within approved budgets.
- Any over- or underspend is identified and reported promptly.

SKILLS, QUALIFICATIONS, EXPERIENCE

- **Essential Skills & Capabilities**
 - Analytical and critical thinking skills – ability to review claims, financial data, and reports to identify discrepancies, trends, and risks, and take appropriate action.
 - Financial controls knowledge – understanding of basic financial control principles, reconciliations, and audit requirements.
 - Risk-based judgement – ability to assess transactions and determine compliance with guidelines, escalating issues where required.
 - Stakeholder engagement – ability to communicate clearly with internal teams and external providers to resolve issues and provide guidance.
- **Experience**
 - Experience working in a finance, claims, or compliance environment.
 - Demonstrated experience in reviewing, processing, or managing claims or payments.
 - Experience working with data, reports, or financial systems to support decision-making.

COMPETENCIES AND CAPABILITIES

Technical/Professional Knowledge and Skills	<ul style="list-style-type: none"> ▪ Applies financial, claims, and system knowledge to perform role tasks ▪ Uses systems and reports to review claims, payments, and expenditure ▪ Develops knowledge of program guidelines and compliance requirements
Initiative and Problem Solving	<ul style="list-style-type: none"> ▪ Identifies discrepancies, risks, and issues in claims and financial data

	<ul style="list-style-type: none"> ▪ Suggests improvements to processes and controls ▪ Uses judgement to resolve issues or escalate where required
Communication	<ul style="list-style-type: none"> ▪ Communicates clearly with internal teams and external stakeholders ▪ Produces clear written communication (e.g. reports, queries, emails) ▪ Seeks and shares information to resolve claims and payment issues
Developing and Managing Relationships	<ul style="list-style-type: none"> ▪ Builds effective working relationships with Finance, Claims, and Operations ▪ Works collaboratively to resolve issues and improve processes.
Self-Management	<ul style="list-style-type: none"> ▪ Manages workload, prioritises tasks, and meets deadlines ▪ Works autonomously within established processes ▪ Maintains accuracy and attention to detail in a high-volume environment.
Focused on Outcomes	<ul style="list-style-type: none"> ▪ Meets reporting, reconciliation, and claims review deadlines ▪ Contributes to team objectives related to compliance and accuracy.

NATIONAL STANDARDS FOR DISABILITY SERVICES

Opendoor is an Australian Government funded disability service provider and is committed in everyday practice to meet the National Standards for Disability Services. These standards promote and drive a nationally consistent approach to improving the quality of services and focus on rights and outcomes for people with disability. The six (6) standards relate to rights; participation and inclusion; individual outcomes; feedback and complaints; service access; and service management.

Opendoor is also committed to following the Employment Services Code of Practice that set out the principles and standards for delivering employment services.

WE ARE A CHILD SAFE ORGANISATION

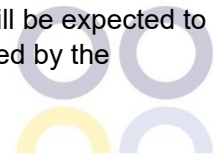
Opendoor is committed to creating and maintaining a child-safe organisation where children and young people are safe, feel safe, and their voices are heard. We have zero tolerance for child abuse and neglect and are dedicated to upholding the rights, wellbeing, and cultural safety of all children and young people involved in our programs.

At Opendoor, keeping children safe is a core part of who we are. All employees must act in accordance with our Child Safety Code of Conduct and Child Safe Standards Policy; model respectful behaviours; and actively contribute to a culture where children are valued and protected.

Employment with Opendoor is subject to satisfactory background checks, including a Working with Children Check, National Police Check, NDIS Worker Screening Check (where applicable), and thorough reference checks.

ACKNOWLEDGEMENT

This position description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. As a growing organisation, you will be expected to perform other job-related tasks as requested by management and as necessitated by the development of this role and the organisation.



This position description is subject to review and may change in accordance with Opendoor's operational, service, consumer, and participant requirements.

