

POSITION DESCRIPTION

Position Title: Patient Revenue Services Officer (Casual)

Award Classification: Admin Officer Grade 1(HS15)

Award/ Agreement Name :

Victorian Public Health Sector (Health and Allied Services, **Managers and Administrative Workers**)
Single Interest Enterprise Agreement 2021-2025

Position reports to: Associate Director, Patient Revenue Services

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The Patient Revenue services Officer will undertake the Billing, Receipting and Collections process in accordance with Standard Operating Procedures.

It is necessary that this individual is flexible and able to perform all tasks related to the billing of accounts and collection of outstanding monies.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Key Performance Indicators	Outputs
Billing Data entry	<ul style="list-style-type: none">▪ Perform billing functions as per Standard operating procedures
Internal Debt collection	<ul style="list-style-type: none">• Ensure debtor collection is performed in a timely and consistent manner, and in line with policies, processes and procedures.• Participate in timely follow up of outstanding debtors and provide feedback to team leaders and Managers.• Recommendation of long outstanding accounts for external debt collection or write-off
Telephone / Counter Enquiries and in person	<ul style="list-style-type: none">▪ Provide exceptional customer service assistance/ hardship assistance▪ Respond and follow up on all enquiries received, including but not limited to patients, doctors, companies, compensable insurers Medicare and Private health Funds
Relationship and Stakeholder Management - Internal and external	<ul style="list-style-type: none">▪ Maintain a good working relationship with patients and staff members throughout Eastern Health and external contacts.
Private patients	<ul style="list-style-type: none">▪ Ensure patients with Private health Insurance (including Overseas) are given an informed choice of election▪ Assist with all paperwork completion and any queries in relation to election and claiming▪ Perform eligibility checks for private patients with their Health Fund in a timely manner
Compliance/KPI's	<ul style="list-style-type: none">▪ Ensure all processing is carried out in accordance with Policies and Procedures▪ Strive to achieve Individual and Team KPI's as communicated by Manager▪ Liaise with the direct line manager around any issues or matters that may impact on revenue processes or performance to ensure these are managed within guidelines
Continuous Improvement	<ul style="list-style-type: none">• Support the manager and team with quality activities to ensure ongoing improvement in local processes
Meetings	<ul style="list-style-type: none">▪ Attend team meetings and training sessions as and when required.
Other duties/requirements	<ul style="list-style-type: none">▪ Other duties/requirements across all sites as instructed by Team Leaders/Manager

Personal Attributes	<ul style="list-style-type: none"> ▪ High level of customer focused service ▪ Support colleagues in the achievement of organizational objectives ▪ Commit to and be accountable for demonstrating EH values of Kindness, Respect, Excellence, Agility, Humility and Patients First.
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OTHER

- The work may include any or all of the above duties and any other work that may be assigned by the Patient Revenue Services Manager.
- The position may be temporarily/permanently moved between sites of Eastern Health. The position may also include filling in or relieving team members at any sites of Eastern Health.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

Position Title:	Patient Revenue Services Officer
Award Classification:	Admin Officer Grade 1 (HS15)
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Current Effective Date:	September 2024
Next Review Date:	September 2025
Reports to:	Associate Director, Patient Revenue Services

ESSENTIAL

1. Ability to perform a wide range of administrative tasks with attention to detail and accuracy
2. High level interpersonal, written and verbal communication skills.
3. Experience in providing excellent customer service, either in person or phone based.
4. Demonstrated ability to manage workflow to deadlines and prioritise tasks
5. Proficiency with Windows-based applications, MS office including Word and Excel.

DESIRABLE

1. Demonstrated billing experience in a similar role ideally in a hospital/healthcare/Aged care setting
Revenue services / Finance experience in the health industry with a clear understanding of the basics of accounting
2. Proven understanding of Private health fund claiming process, inclusive of Medicare, Private health funds, TAC and Workers Compensation

3. Sound knowledge of Patient Management systems i.e. iPM or other
4. Medical terminology knowledge
5. Experience with PowerBilling, Revenue Collections (PBRC) Software

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au