

Position Description

Billing Supervisor

Classification:	HS3
Business unit/department:	Radiology and Molecular Imaging and Therapy
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027 Choose an item. Choose an item.
Employment type:	Fixed-Term Full-Time
Hours per week:	40 hours (38 + ADO) per week
Reports to:	Radiology Business Manager
Direct reports:	4 FTE
Financial management:	Budget: NIL
Date:	August 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

To manage the Radiology billing team and oversee compensable patient billing, ensuring billing processes are in line with MBS and Austin Health billing rules and policies. This role is responsible for monitoring and regular reporting of unvalidated billing and billing errors, billing process documentation, and undertaking continuous review and improvement processes. This role is responsible for the daily supervision of 2-3 billing administrative staff.

Please note there is a requirement to work on-site for this role.

About the Directorate/Division/Department

Austin Health Radiology is a large tertiary medical imaging service, performing over 180,000 examinations and interventional procedures per year. At the Austin Campus imaging services incorporate acute inpatient, emergency department, outpatient MRI and Interventional Radiology services. Heidelberg Repatriation Hospital is predominantly an outpatient imaging facility providing General Radiography, CT, Ultrasound and Mammography services.

Position responsibilities

Role Specific:

The Billing Supervisor's key responsibilities are as follows:

- Monitor and assign billing filters/workload in the Radiology Information System (RIS) to billing staff daily to ensure billing is reviewed and validated in a timely manner.
- Assist with validating billing requests in RIS (sending billing electronically through to Medicare, TAC, Workcover or private health care funds for reimbursement) when required
- Ensure billing workload is distributed equitably across billing team and opportunities to share knowledge and build capability across the team are maximized.
- Generate error reports from Power Billing Revenue Collection (PBRC) system on a weekly basis and assign to billing team for rectification and correction.
- Generate monthly unvalidated billing reports for discussion with Radiology Business Manager as part of month end processes. Provide explanations for any unvalidated billing not cleared from previous month/s
- Develop a process to record recurrent data entry errors/patterns and ensure the process includes feeding this information back to administrative staff and Business Manager on a regular basis
- Develop a thorough understanding of the billing differences/requirements between modalities within Radiology and ensure this information is documented on SharePoint and kept up to date
- Develop an understanding of Medicare billing code errors in PBRC and the different financial classes within RIS and ensure this information is documented on SharePoint and kept up to date
- Ensure clinical trial billing information is collated/reported monthly for invoicing & reconciliation purposes. Assist with raising invoices to relevant sponsors/investigators as required. Liaise with Radiology research team on a regular basis to ensure information is correct and up to date.
- Ensure interhospital billing episodes are collated/reported monthly for invoicing & reconciliation purposes. Assist with raising invoices to relevant hospitals as/when required. Liaise with Billing Departments in external hospitals to answer billing/invoicing queries.
- Work with the PBRC Administrator to complete User Acceptance Testing as required (as part of PBRC regular updates process)
- Liaise with PACs Manager to update and resolve any issues with item numbers, exam codes or doctors reporting templates in Manager/QPlanner
- Liaise with clinical & clerical staff within Radiology regarding billing as required
- Meet monthly with Radiology Operations Director, Business Manager and Administration (monthly billing meeting) to discuss billing issues including new doctor set up, unvalidated



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billing, process changes, new MBS item numbers/item number changes and recurring data entry errors

- Performance management of billing team's members, including completion of annual performance review process and succession planning
- Organisation / facilitation of training for new and existing team members as/when required
- Develop and maintain a SharePoint page to centralise resources and documentation

Selection criteria

Essential Knowledge and skills:

- Experience in leadership of a small team (3-5 people)
- A sound understanding of information technology and exposure to working across multiple systems/programs including
 - Intermediate Excel skills
 - Intermediate Teams & SharePoint skills
- Demonstrated organization, time management and problem-solving skills
- Demonstrated ability to undertake continuous process improvement and documentation
- Demonstrated ability to manage and allocate workloads in a fast-paced, high volume transactional environment
- Excellent interpersonal and communication skills, including a demonstrated ability to liaise with staff across all levels of an organisation
- A commitment to Austin Health values

Desirable but not essential:

- Experience in patient billing or with patient billing systems
- Experience working in a public hospital or medical environment
- Familiarity with Medicare billing processes and rules and NHRA changes
- Experience using Power BI

Professional qualifications and registration requirements

There are no specific qualifications or registration requirements for this role



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Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

General information

Cultural safety

Austin Health is committed to creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our



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people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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