

Position Description

Pathology Revenue Team Leader

Classification:	HS3
Business unit/department:	Austin Health Pathology
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Full-Time
Hours per week:	40 (Includes ADO)
Reports to:	Pathology Revenue Manager
Direct reports:	5-15
Financial management:	Budget: NIL
Date:	August 2026

Position purpose

Reporting to the Pathology Revenue Manager, the Pathology Revenue Team Leader supports the delivery of accurate, timely and compliant billing services across the Austin Health Pathology network.

The role is responsible for coordinating day-to-day billing and collections activities, providing guidance to team members, and ensuring processes are followed in accordance with established procedures, Medicare requirements, and organisational policies.

The position operates under the direction of the Revenue Manager and assists in maintaining efficient workflows, data accuracy, and service continuity in a high-volume environment.



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About Austin Health

Austin Health is one of Victoria's major health services. We provide care across three campuses in Melbourne's north-east: Austin Hospital (including the Olivia Newton-John Cancer Wellness and Research Centre), Heidelberg Repatriation Hospital and the Royal Talbot Rehabilitation Centre, as well as in the community and at home.

We offer a range of specialist, state-wide services and we are internationally recognised leader in clinical teaching and training, offering tertiary health services and professional education with leading universities and research institutes.

We're renowned for our specialist work in cancer, infectious disease, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

About Austin Health Pathology

Austin Health Pathology is a department of Austin Health and provides service to not only Austin Health and the co-located Mercy Hospital for Women, but also to numerous GPs and Specialists in the metropolitan and the regional community.

Austin Health Pathology is currently expanding into the Hume, Loddon Mallee and Goulburn Valley areas of regional Victoria, with laboratories currently in Bendigo, Shepparton, Mildura, Echuca and Swan Hill, and a point-of-care network including Castlemaine, Kerang, Kyneton, Seymour, Kilmore, Cohuna and Kyabram.

Austin Health Pathology is committed to providing high quality patient care through routine and complex diagnostic services, expert advice and support for teaching and research.

Austin Health Pathology is an accredited laboratory with the National Association of Testing Authorities Australia (NATA), the Royal College of Pathologists of Australia (RCPA), National Safety and Quality Health Services Standards (NSQHS), National Pathology Accreditation Advisory Council and Medicare Australia, supported by a network of Collection Centres at hospital sites and within the community.

The Department is managed by a Pathology Executive. This group is committed to providing comprehensive laboratory testing in a manner consistent with the needs of a university teaching hospital and the strategic directions of Austin Health.

Austin Pathology plays a major role in providing teaching and research expertise and facilities to Austin Health and the wider community. Formal lectures, tutorials, seminars and job training are provided to both post graduate and undergraduate students from The University of Melbourne, RMIT and to Microbiology and Infectious Disease physician registrars in Advanced Training. In house research and development, collaborative projects, and clinical trials make up the bulk of the research activities.

Austin Pathology Health at the Heidelberg Campus provides a full pathology service including Anatomical Pathology, Biochemistry, Blood Transfusion, Haematology, Microbiology and Molecular Diagnostics. Regional Austin Health pathology services are core laboratories with Biochemistry, Blood Transfusion, Haematology and Microbiology services



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Position responsibilities

1. Operational Support

- Coordinate daily billing, receipting, and collections activities in line with established procedures
- Support accurate and timely invoicing across payer categories (Medicare, private, third-party)
- Monitor workflow queues and escalate delays or backlogs to the Revenue Manager
- Assist with reconciliation activities and escalate discrepancies

2. Team Coordination

- Allocate daily work tasks across the team in consultation with the Revenue Manager
- Provide on-the-job guidance and support to staff on billing processes
- Assist in onboarding and training of new staff
- Escalate performance, conduct or resourcing concerns to the Revenue Manager

3. Data Integrity and Processing

- Review routine billing outputs to identify errors or inconsistencies
- Correct straightforward data issues within defined processes
- Escalate complex or system-related issues to senior staff or the Revenue Manager
- Support adherence to data entry and documentation standards

4. Debt and Collections Support

- Assist with follow-up of outstanding accounts in accordance with established processes
- Monitor aged debt reports and identify accounts requiring escalation
- Liaise with internal teams or external agencies as directed
- Escalate complex or high-risk accounts

5. Reporting and Administrative Support

- Prepare routine operational reports as requested by the Revenue Manager
- Assist with data collection for month-end and financial processes
- Maintain accurate records to support audit and compliance requirements

6. Systems and Process Support

- Assist with system updates, testing, and issue resolution
- Provide feedback on process inefficiencies or system issues
- Support implementation of standard operating procedures

7. Governance and Compliance

- Follow and support adherence to:
 - Austin Health billing policies
 - Medicare and funding requirements
 - Relevant compliance frameworks
- Escalate compliance risks, incidents, or breaches to the Revenue Manager
- Maintain documentation in line with audit requirements



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Selection criteria

Essential skills and experience:

- Demonstrated experience in billing, revenue, or administrative functions, preferably in healthcare
- Experience coordinating or supervising staff in a team-based environment
- Sound understanding of billing and receipting processes
- Good working knowledge of Medicare billing principles or healthcare funding models
- Strong attention to detail and accuracy in data processing
- Well-developed organisational and time management skills
- Ability to follow established procedures and escalate issues appropriately
- Effective communication skills with the ability to work collaboratively with internal stakeholders
- Intermediate skills in Microsoft Excel and reporting tools

Desirable but not essential:

- Experience in pathology or hospital billing environments
- Familiarity with healthcare billing systems (e.g. LIS, Trakcare, Cerner)
- Understanding of healthcare compliance requirements (e.g. Medicare, NHRA)
- Experience supporting audits or compliance processes

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.



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- 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.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

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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