

Position Description

Pathology Revenue Officer

Classification:	Administrative Worker Grade 2 (HS2)
Business unit/department:	Pathology Revenue, Pathology Department
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025 Choose an item. Choose an item.
Employment type:	Full-Time
Hours per week:	40 (including ADO)
Reports to:	Pathology Revenue Manager
Direct reports:	N/A
Financial management:	N/A
Date:	December 2025

Austin Health acknowledges the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri Woi Wurrung 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.

Position purpose

The Pathology Revenue Officer reports to the Pathology Revenue Manager Revenue Services and is responsible for raising and collecting Pathology revenue on behalf Austin Health Pathology.

This position is required to work collaboratively with all members of the Pathology Revenue Team to ensure that billing and collection performance targets are met.

This position provides customer service to patients and various hospital staff including Finance Department, Cashiers, Patient Liaison, Radiology Department, Ward based staff and others. External clients include Regional Health Partners, Private Health Insurance Funds, Medicare, Overseas Visitors, Department of Veterans Affairs, Transport Accident Commission, Worksafe and other health funding agencies.

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 Shepparton, Mildura, Echuca and Swan Hill, and a point-of-care network including Castlemaine, Kerang, Kyneton, Seymour, Kilmore, Cohuna and Kyabram. Bendigo Health will be a new laboratory in late 2025.

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

- Review and adjust Pathology billing episodes applying established Billing rules and processes.
- Generate Pathology invoices and distribute either paper based or electronically via claims to External Hospitals, Medicare, Private Health Funds or Veterans Affairs. Communication with overseas vendors is also occasionally necessary.
- Follow progress of invoices, orders or payments to ensure action occurs as necessary;
- Review and adjust Medicare, Eclipse and Veterans Affairs rejections to enable rebilling of patient episodes.
- Maintain accurate and efficient office filing systems relevant to patient billing.
- Comply with administrative processes and procedures, and provide information and advice to patients
- Answer telephone enquiries regarding patient billing and collaboratively problem solve where necessary.
- Receipt cash, cheques, credit card and EFT payments as required
- Perform daily banking functions including balancing to relevant banking audit reports.
- Prepare documentation for refunds.
- Liaise with patients/clients as required and provide advice regarding their accounts.
- Liaise with external organisations (Regional Partners, Medicare, Private Health Funds, Veterans' Affairs, TAC and Workcover) as required
- Liaise with relevant support departments within Austin Health such as Finance and Supply Dept as necessary.
- Assist with induction of new colleagues regarding processes and procedures
- Perform other duties as directed by the Pathology Revenue Manager.

Selection criteria

Essential skills and experience:

- Experience in hospital and medical billing and debt follow up
- Demonstrated experience and expertise in the delivery of revenue services within a complex organisation
- Excellent organisational skills and the ability to meet competing deadlines.
- High level interpersonal and communication skills, including a proven capacity to build and maintain effective and productive relationships with a wide range of internal and external groups.
- Knowledge of Medicare, Private Health Insurance, Compensable and Medicare Ineligible funding requirements
- Appreciation of the impact the Aged Trial Balance has on Cash-flow
- Demonstrated ability to work accurately and effectively in a team environment.
- Flexibility
- Good computer skills - (Excel, Word, Office 365)

Desirable but not essential:

- Experience in customer service or administration preferably within a health service
- Demonstrated commitment to continued improvements and change
- Positive and enthusiastic attitude
- Knowledge of Health based software packages. (Trakcare, Auslab, PBRC, Cerner)
- Familiarity with receipting and other deposit management tasks



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Professional qualifications and registration requirements

Essential:

- There are no qualifications or registration requirements for this role'

Desirable but not essential:

- Working towards a relevant Business/Commerce qualification

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.

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.



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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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