

Position Description

Patient Revenue Services Manager

Classification:	HS6
Business unit/department:	Finance
Work location:	Mount Street (Heidelberg)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Full-Time
Hours per week:	38 Hours
Reports to:	Director Financial Operations
Direct reports:	2 (~11 indirect reports)
Financial management:	Nil
Date:	October 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

The Patient Revenue Services Manager is responsible for leading the Patient Billing and Collections Revenue Team within the finance function of Austin Health.

The Patient Revenue Services Manager is responsible for election of private and compensable patients, billing patients, receipting payments and debt management. Provide operational leadership to the Finance revenue teams and oversight and support for patient billing undertaken by other departments.

Protect revenue integrity through effective controls, reconciliations, reporting and continuous improvement. Deliver respectful, accessible service to patients and families, support informed patient choice, and partner with clinical and operational leaders to address revenue risks and improve performance.

The role will provide strong financial leadership, governance and a customer focused perspective within a complex organization that operates across patient care, research and academia. The role will

contribute to identification of process and system improvement ensuring strong and robust financial controls across the organization.

About the Directorate/Division/Department

Finance Department provides services covering Management Accounting, incorporating budgeting and financial analysis; Financial Accounting, incorporating Accounts Payable, Accounts Receivable; Patient Billing, Private Practice administration, Cash Management and Investments. The total revenue of Austin Health is approximately \$1.8 billion per annum.

Austin Health has three campuses, Austin, Royal Talbot and Repatriation. The Finance Department is located on the Austin Campus of the health service with some functions, such as cashiering alternating between the three campuses.

Position responsibilities

Accountable to the Director Financial Operations for Revenue Services performance, controls and service delivery. Exercise authority within approved delegations and escalate matters requiring higher approval.

Role Specific:

- Responsible for day-to-day management of the Revenue teams within the finance function at Austin Health.
- Take the lead customer service role for the Revenue teams functional tasks in relation to services provision across Austin Health.
- Maintain documented procedures and clear ownership across the patient revenue cycle, including billing undertaken outside Finance
- Develop a close working relationship with Austin Health departments to ensure finance services meet customer requirements.
- Reconcile and take accountability for corresponding debt on the balance sheet.
- Perform other duties as directed by the Director Financial Operations.
- Previous experience of managing a high-volume billing/collections transactional teams with demonstrated excellence in customer service;
- Subject matter expert in health billing including Medicare Benefits Scheme (MBS), Health Funds and compensable agencies; schedule of fees and associated services rules;
- Delivering timely & accurate analysis and reporting of actual performance, of Finance Patient Services Department, both to Finance and to Austin Health; and
- Ability to develop a knowledge base of election, billing & debt management and provide advice to internal and external customers regarding all matters relating to election, billing & debt management.
- Ensure billing and debt management is carried out in accordance with accounting practices and Finance policies and procedures;
- Liaise with Financial Accounting teams and Management Accounting teams to ensure Patient Services processes and procedures are aligned;
- Liaise with Financial Information Systems Team to ensure billing system is maintained and developed in accordance with Patient Services Department requirements and testing of changes (patches, upgrades) are implemented completely and timely;
- Work with IT Teams and software vendors to implement patches, upgrades and to constantly improve existing billing and information systems;
- Ability to manage the teams' practices to ensure compliance with Commonwealth and State



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

Legislative requirements and DH guidelines and circulars;

Patient Election

- Lead the Private Patient Liaison Officer (PPLO) Team Leader and team to maintain and develop processes and procedures to maximise private insurance utilisation and ensure compliance with AH Policies;
- Oversea election activity in non-PPLO areas (e.g. admission areas, wards and transfers) ensuring they are within service levels and KPI's;
- Analysis & reporting of election percentages to Finance and across Austin Health; and
- Keep up-to-date with best practices in DH guidelines for patient election and Health Fund changes and embed into Austin Health processes and procedures as appropriate

Patient Billing and Revenue Integrity

- Work with Patient Accounts Team Leader and team to maintain and develop, processes and procedures to ensure billing is carried out timely, accurately; within KPI's and are, always, compliant with AH policies;
- MBS Change management- Monitor changes to items, descriptors, eligibility, fees and claiming restrictions; assess affected services and revenue; update systems.
- NHRA and funding integrity- Work with funding and activity-reporting teams to maintain accurate funding classifications.
- Rights of private practice-Coordinate checks of practitioner eligibility, provider numbers, approved practice arrangements and billing authority with Medical Workforce and clinical leaders.
- Financial analysis & reporting of results to ensure Austin Health is achieving its budget;
- Oversea billing activity in non- Finance areas (e.g. Radiology, Sleep Lab, Specialist Clinics) to ensure billing activity is within agreed service levels and KPIs;
- Work with various departments, business managers and clinical directors to identify and advise on billing and revenue opportunities;
- Maintain and develop audit processes in billing and collections activity to ensure that all services are correctly billed and debt effectively managed; and
- Develop and manage processes to ensure fee schedules (e.g. MC, TAC, VWA, Services and Health Funds) are up-to-date and correct.

Debt Management:

- Work with the Patient Accounts Team Leader and team to maintain and develop processes and procedures to ensure collections are carried out timely, accurately; within KPI's and are always compliant with AH policies
- Financial analysis & reporting of outstanding debt (including aged debt) and identify strategies to reduce the debt to agreed KPI's;
- Ensure EOM and Year End reporting is complete in a timely manner;
- Meet annual audit requirements relating to provision for doubtful debts and recommendation of bad debt write offs;
- Analyse data to identify data quality, rate and billing issues and implement improvements to reduce debtor days and aged debt; and
- Establish and oversea the maintenance of an appropriate dunning process for the collection of aging debt.
- Manage the tender process for selection and appointment of any collection agencies. Manage the relationship with collection agencies and establish appropriate service level agreements and monitor performance.

Receipting & Banking:

- Work with the Patient Accounts Team Leader and team to ensure receipting and banking activity is carried out timely, accurately and in accordance with cash handling procedures;



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**

- Provide banking and receipting reporting/reconciliation to Finance; and
- Implement process improvements to streamline the receipting and banking activities.

People Management Roles:

- Ensure Finance Patient Services Department staff are appropriately trained and skilled in their roles and in the values of Austin Health;
- Ensure clear accountability for quality and safety within the department
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk management system is functional
- Be aware of and comply with the core education, training and development policy
- Ensure employees complete e-learning training on Fire Safety, Hand Hygiene and Bullying & Harassment; and
- Ensure safe work practices and environment in accordance with Austin Health Policies as varied from time to time

Financial Governance and Efficiency:

- Review and recommend amendments to debt management and cash management and other relevant policies.
- Take the lead role in process improvement and efficiency activities to ensure continuous best practice and quality improvement.
- Review and develop an appropriate Revenue team structure inline with changes in business requirements.
- Contribute to process and system improvements to ensure best practice finance systems and processes

Performance Expectations:

Agree annual targets and reporting arrangements with the Director Financial Operations. Monitor performance across the following areas, with outcomes considered alongside compliance, patient experience and service quality:

- Revenue capture and collections- Identify eligible unbilled activity, reduce rejected claims and backlogs, reconcile receivables, manage aged debt and apply appropriate hardship and collection arrangements.
- Systems and data controls- Own billing business rules and controlled configuration changes; reconcile clinical activity, patient administration, billing and financial records; maintain audit trails.
- Clinical engagement and education Translate billing requirements into practical guidance for clinicians and administrative staff, with clear escalation pathways for uncertain cases.
- Leadership and reporting - Develop team capability and report revenue performance together with compliance risks, patient complaints, control weaknesses and corrective actions.
 - Patient election process compliance and completeness of documentation.
 - Collection performance, debtor days, aged debt and resolution of disputed accounts.
 - Timeliness and accuracy of reconciliations and month-end and year-end reporting.
 - Closure of audit actions, control issues and agreed improvement initiatives.
 - Staff capability, mandatory training and customer service performance.



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet
- Participate in Austin Health's annual Performance Review and Development (PRD) program as required.
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct
- Undertake not to reveal to any person or entity any confidential information relating to patients, employees, policies, and processes and do not make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer
- Participate in the emergency incident response activities as directed.

People Management Roles:

- Ensure clear accountability for quality and safety within the department
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk management system is functional
- Be aware of and comply with the core education, training and development policy

Selection criteria

Essential skills and experience:

- A commitment to Austin Health values: Our actions show we care; We bring our best; Together we achieve; We shape the future.
- Demonstrated experience in management of large finance teams.
- Demonstrated highly developed interpersonal, negotiation and communication skills.
- Demonstrated commitment to customer service.
- Demonstrated initiative and the ability to develop innovative solutions to problems
- Experience in designing and developing reporting and financial processes required in a public health service.
- Well-developed up-to-date knowledge of Government Reporting arrangements, Department of Human Services funding policies and service agreements, regulations and by-laws applicable to the hospital.
- Demonstrated experience in leading a successful billing and collections team in a complex, multi service health environment;
- Strong financial, analytical and strategic abilities;

Desirable but not essential:

- Finance experience in the health industry is desirable, not essential
- Familiarity of TrakCare and PBRC or other Patient Administration and Billing Systems; and
- An understanding of the Australian healthcare system and knowledge of medical terminology.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

Professional qualifications and registration requirements

- Relevant tertiary qualifications in commerce, business, finance or a similar area. Post Graduate qualifications or studies would be an advantage.
- A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department.
- Demonstrated capability to engage, consult, collaborate and influence key stakeholders.
- Experience and proficiency in Excel and other computer skills
- A commitment to Austin Health values: Our Actions Show We Care, We Bring Our Best, Together We Achieve, We Shape The Future.
- Demonstrated capability to engage, consult, collaborate and influence key stakeholders.
- Demonstrated high quality skills in managing a customer service role in providing budget advice and financial management services. Demonstrated experience in financial analysis and budget services.
- Ability to quickly develop a thorough knowledge of Patient billing regulations and by-laws applicable to the Health Service.

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.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

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 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.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future