

# Position Description

## Billing Supervisor

<b>Classification:</b>	HS3
<b>Business unit/department:</b>	Radiology and MIT
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Employment type:</b>	Parental Leave Cover
<b>Hours per week:</b>	40
<b>Reports to:</b>	Radiology and MIT Business Manager
<b>Direct reports:</b>	4 EFT
<b>Financial management:</b>	Budget: NIL
<b>Date:</b>	March 2026

### Position purpose

The primary purpose of this role is to manage the Radiology and MIT 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 Radiology and Molecular Imaging & Therapy Departments

The Radiology and Molecular Imaging & Therapy departments are both multidisciplinary and provide a range of diagnostic and interventional imaging services to both hospital inpatients and outpatients through varying imaging disciplines across both the Austin and Repat Campuses

The Radiology services include, but are not limited to, MRI (Magnetic Resonance Imaging), US (Ultrasonography), CT (Computerised tomography), DSA (Digital Subtraction Angiography), Mammography and General x-ray.

The MIT clinical services include Nuclear Medicine, PET, and BMD. The team also provide radionucleotide therapies and are nationally and globally recognised for the research they perform.

Patients are generally referred to each department from specialist clinics within the hospital and also from external general practitioners and specialist consultants within the community.

The departments are innovative and constantly looking for improvement.

There is consistent review of administration team roles and tasks to ensure provision of efficient services and as such, this is a changing environment, leading to constant systems and process improvements.

## Position responsibilities

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 knowledge share 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 on a monthly basis 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 on a monthly basis 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



**Our actions  
show we care**



**We bring  
our best**



**Together  
we achieve**



**We shape  
the future**

- Meet on a monthly basis with Radiology & MIT Operations Director, Business Manager and Administration (monthly billing meeting) to discuss billing issues including new doctor set up, unvalidated 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 skills and experience:

- 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
- Familiarity with Medicare billing processes and rules and NHRA changes

### Desirable but not essential:

- Experience in patient billing or with patient billing systems
- Experience working in a public hospital or medical environment
- Experience using Power BI

## Quality, safety and risk – all roles



Our actions  
show we care



We bring  
our best



Together  
we achieve



We shape  
the future

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.

### 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