

# Austin Health

## Position Description



### Position Title: Revenue Services Officer – Debt Management Team

Classification:	Administrative Worker Grade 2
Business Unit/ Department:	Finance, Patient Revenue Services
Agreement:	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2021-2025
Employment Type:	Full-Time
Hours per week:	40 (including ADO)
Reports to:	Debt Management Team Leader
Direct Reports:	N/A
Financial management:	N/A
Date:	October 2022

## 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>

## Position Purpose

To support the effective delivery of the Finance service model, with the responsibilities of receipting, banking and debt collection for private and compensable patients. Responsibilities also cover the cashiering function for all patients and employees.

Reporting to the Debt Management Team Leader, this role will be part of the Revenue

Services Team to ensure that day-to-day activity is completed accurately, timely and in accordance with Revenue Services processes, procedures and KPI's.

## Purpose and Accountabilities

### Role Specific:

- Perform accounts receivable administration tasks including receipting payments, processing pre-payments & payment plans, records maintenance and routine administration tasks.
- Perform daily banking functions including balancing to relevant banking audit reports.
- Perform daily cashiering functions ensuring the banking, receipting, and disbursement of cash, are within Austin Health guidelines and processes for the handling of cash.
- Prepare documentation for refunds.
- Process debt, banking and cash transactions accurately, efficiently and in a timely manner according to Austin Health's policies and procedures.
- Liaise with Medicare, health insurance funds, Transport Accident Commission (TAC), WorkCover (VWA), Veteran Affairs (DVA), Ineligible Overseas Visitors (insured & uninsured) to follow up debt.
- Liaise with hospital departments and relevant personnel to trouble shoot invoice errors, disputes, incorrect payments, short payments and non-payment.
- To work collaboratively with the Debt Management Team Leader to continuously improve systems, processes and procedures.
- Deliver exceptional customer service to patients, staff and third-party billing agents.
- Participate instaff meetings and ongoing learning activities
- Perform other duties/requirements as assigned by the Revenue Services Team Leaders.
- When needed provide backup and support to the Revenue Services Team Leaders.
- Special projects as allocated by the Revenue Services Team Leaders, or by the Revenue Services Manager

### General:

- Provide support throughout all the Patient Revenue Services team functions and at all sites, in line with the Departments' multi skilling policy.
- Contribute to small projects within Austin Health's Project Management processes & procedures.
- Identify system issues and be involved in system testing; and
- Deliver exceptional customer service to patients, staff and third-party billing agents.
- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all Austin Health teams.
- Continue to learn through mandatory training and other learning activities.

- Seek feedback on your work including participation in annual performance discussion.

#### **All Employees:**

- Comply with Austin Health policies & procedures, as amended from time to time.
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks; and
- Comply with the Code of Conduct.

## **Selection Criteria**

#### **Essential Knowledge and skills:**

- 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 debt management, banking or cashiering preferably within private or public health service.
- Experience in a high-volume customer service office with demonstrated excellence in customer service.
- Ability to work in a fast paced, data intensive transactional environment.
- Ability to maintain data accuracy.
- Demonstrated initiative in continuous improvement of processes and procedures.
- Ability to maintain confidentiality.
- Computer literacy including Microsoft Office skills (Word, Excel, Outlook), billing and finance systems.
- Demonstrated ability to work to deadlines and prioritise tasks.
- Effective communication skills with demonstrated ability to develop and maintain positive professional relationships with various stakeholders across a range of organisation directorates.
- Demonstrated ability to problem solve.
- Demonstrated ability to work in a changing environment.
- Demonstrated ability to work effectively and efficiently as part of a multidisciplinary team contributing positively to team outcomes.

#### **Desirable but not essential:**

- Familiarity of TrakCare and PBRC or other patient administration and billing systems.
- Knowledge of Medicare Benefits Scheme (MBS) and other private and compensable patients schedules of fees; and
- An understanding of the Australian healthcare system and knowledge of medical terminology.

## General Information

### Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

### Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website:

<http://www.austin.org.au/careers/Aborigineemployment/>

## Document Review Agreement

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	