

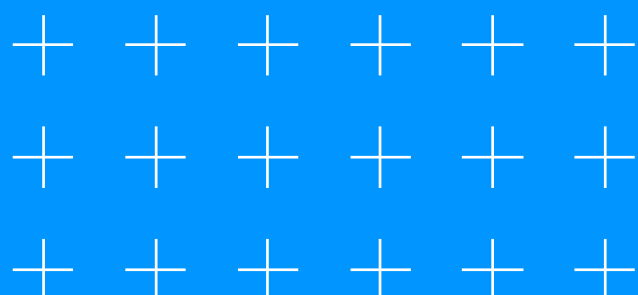


**The Royal
Melbourne
Hospital**

Advancing health for everyone, every day.

Could this be you?

**Join the Royal
Melbourne
Hospital Team**



Position Description

Revenue Officer

THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At the RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability

Position Description

| | |
|------------------------------------|---|
| Position Title: | Revenue Officer |
| Service: | Revenue Services |
| Location: | 635 Elizabeth Street, Melbourne VIC 3000 |
| Reports To: | Operations Manager – Revenue Services |
| Enterprise Agreement: | 3. Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 |
| Classification: | Admin Officer Grade 2 (HS2) |
| Employment Status: | Fixed Term 9 months – Full Time |
| Immunisation Risk Category: | Category C |
| Date of Review: | November 2025 |

POSITION SUMMARY

The Revenue Officer reports to the Operations Manager - Revenue Services and is responsible for raising and collecting Patient Fee revenue on behalf of Royal Melbourne Hospital. The role has a specific focus on private and compensable patients.

This position is required to work collaboratively with all members of the Revenue Services team to ensure that billing and collection performance targets are met. The Revenue Officer will ensure the effective and efficient management of services to support delivery of RMH's activities and objectives including developing and implementing effective strategies to support revenue growth and maximise debtor recovery.

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

KEY ACCOUNTABILITIES

Technical Skills

- Achieve Revenue KPI's as per Management direction
- Maintain data integrity for all chargeable patients
- Establish and maintain excellent relationships with all stakeholders (including patients; insurance groups, and staff)
- Raise and Collect all patient accounts in accordance with policy and procedure
- Management of Aged Trial Balance for relevant portfolio
- Follow up short payments on invoices and resubmit outstanding information as required
- Prepare Write Off and Adjustment Schedule in accordance with Melbourne Health's Policy
- Refer applicable aged debts to external debt collection agency
- Participate in the Business Unit's projects and initiatives as directed
- Organise refunds and journals where applicable
- Timely review and action of PBRC worklists
- Cashier and/or booth coverage where applicable
- Receipting and payment allocations as per department KPI's
- Participate in continuous improvement projects and contribute to automation developments as billing SME
- Participate in team huddles and department meetings
- Royal Park coverage (including billing and cashiering)
- Other Revenue Services tasks as required
- Take reasonable care for your safety and wellbeing and that of others
- Work in your scope of practice and seek help where required

Stakeholder Management

- Work in partnership with consumers, patients and where applicable carers and families
- Work collaboratively with colleagues across all RMH teams
- Continue to learn through mandatory training and other learning activities

RMH Values

- Seek feedback on your work including participation in annual performance discussion
- Speak up for safety, our values and wellbeing
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area
- Respect that the RMH is a smoke-free environment
- Leave coverage and other duties as directed by your manager

KEY RELATIONSHIPS

Internal

- Revenue Services staff
- Operations Manager – Revenue Services
- General Manager – Revenue Services
- Finance
- Radiology/Nuclear Medicine
- Health Information Services
- Specialist Clinics – Outpatients
- Cardiology Department

External

- Private Health Insurers
- Medicare
- TAC/Workcover

KEY SELECTION CRITERIA

Formal Qualifications

- Business/Commerce or working towards a relevant qualification.

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- 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 (MBS), 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:

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

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets

- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements
- Timely lodgement of hospital electronic and manual claims for payment
- Managing/resolving rejected claims
- Maintain Aged Trial Balance
- 60+ Day Debts maintained at less than 20%
- Maintain Debtor Days Outstanding at <45
- Debtor follow up activities are regularly performed

AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
- Are an equal opportunity employer, committed to providing a work environment free of harassment and discrimination. We promote diversity and inclusion in the workplace.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

/ /

Date