



ROLE DESCRIPTION

Role Title:	Revenue Officer		
Classification Code:	ASO2	Position Number	M43455
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Royal Adelaide Hospital		
Division:	Finance		
Department/Section / Unit/ Ward:	Revenue		
Role reports to:	Manager Hospital Billing		
Role Created/ Reviewed Date:			
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> <i>Category C (minimal patient contact)</i>		

ROLE CONTEXT

Primary Objective(s) of role:
<p>The Revenue Officer is accountable to the Site Supervisor and may be responsible for the effective and efficient processing of one or more of the following: hospital billing and private practice administration processes including generation of invoices, generation of claims from Medicare, health funds and other third parties; collection of cash and debtors and recording of receipts, monitoring and following up outstanding debtors balances, processing of approved debt waivers and write-offs; processing of associated doctor and hospital disbursements and funds transfers; preparation of associated reports and reconciliations, assistance with compliance and efficiency reviews and other clerical duties.</p>
Direct Reports:
Hospital Billing Supervisor (ASO4)
Key Relationships/ Interactions:
<u>Internal</u>

- Will relate closely with units within the Hospital Revenue Services, other Finance and Business Services Division and other Divisions within SA Health
- Local Health unit staff

External

- Will liaise with external service providers (e.g. Health Fund / Insurance providers/ Medicare) and patients/debtors for claims collection and processing.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Working with the Local Health Network to ensure correct business processes and guidelines are applied when processing patient accounts.
- Varying business processes across LHN sites that require improvement for the purpose of efficiency and controls.
- Constant requirement for update of Patient Billing knowledge as per the Fees and Charges Manual.

Delegations:

Delegations will be in line with the defined Departmental financial and human resource delegation levels.

Staff supervised: Direct Indirect

Special Conditions:

- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- *Prescribed Positions* under the *Children’s Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History ‘child-related’ employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for ‘Prescribed Positions’ under *the Children and Young People (Safety) Act 2017* or ‘Approved Aged Care Provider Positions’ as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.

- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- *Independent Commissioner Against Corruption Act 2012 (SA)*.
- *Information Privacy Principles Instruction*.
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Patient Billing and Claiming functions	<p>Provision of efficient, accurate and timely hospital billing and private practice administration processes including:</p> <ul style="list-style-type: none"> • Raising of patient invoices, through preparation and input into computer systems, printing, collation and issuing of accounts • Preparation and input of patient billing data for generation of manual submission to health funds and other third parties. • Liaise effectively with internal departments and external organisations (i.e. other finance or hospital administration staff, clinicians, Medicare Australia, Health funds and other third parties) to ensure effective patient billing and claiming. • Review and analysis of payment rejections and preparation of resubmissions. • Obtaining of all necessary data from relevant staff and systems to enable the above activities. • Running periodic and ad-hoc reports as required.
Accounts Receivable function	<p>Maintenance of the Accounts Receivable function, including:</p> <ul style="list-style-type: none"> • Prepare receipt, adjustment, remission and write off batches and input into computer systems. • Follow up of outstanding Patient debtors balances. • Run end of month and ad-hoc reports as required. • Pursue revenue recovery action and report periodically to the Debt Management Team for appropriate follow up action and or procedure.
Debt Management	<p>Effectively case manage an allocation of Patient Debts;</p> <ul style="list-style-type: none"> • Conduct of referred debt management matters which may include: <ul style="list-style-type: none"> - Management of Health Fund claims processes - Preparation of evidence and debt follow up to be provided to the Debt management team. - Responding to Telephone enquiries - Preparation of reports in readiness for management reviews. - Preparation of debt waivers and write offs for processing.
Cashier Function	<p>Accurate receipting and preparation of all revenue for banking.</p> <p>Responsible for undertaking general Cashier activities to maintain the timely preparation of the following:</p> <ul style="list-style-type: none"> > Receive and receipt cash over the counter, balancing daily and prepare banking. > Responsible for contents of hospital safe. > Attend to all customer enquiries. > Maintain balances and month end reconciliations. > Responsible for collection of revenue from various hospital facilities including public telephones, vending machines and the like. > Responsible for the control of Petty Cash Funds. <p>Maintain accurate records for all floats as per Cash on Hand procedures.</p>

<p>Other revenue related duties</p>	<ul style="list-style-type: none"> • Liaise with the site Supervisor to ensure work flow and information is provided on a timely and consistent basis. • Undertake and learn, assist and fill in for other Hospital Revenue • Services positions as requested the site Supervisor. • Responsible for the provision of a general clerical support function to the Hospital Revenue Services division and assisting with general customer enquiries. • Assist in areas designated and provide back-up and co-ordination as required.
<p>Assist in the efficient and effective financial management of the portfolio</p>	<ul style="list-style-type: none"> • Assisting in project work and continuous improvement activities • Working collaboratively within the Division and across the Portfolio.
<p>Contribute as a member of a team to achieve Finance and Business Services division objectives</p>	<ul style="list-style-type: none"> • Supporting other team members and undertaking other duties as necessary to meet team objectives. • Participating in change management initiatives across SA Health. • Contributing to a work ethos that focuses on the achievement of identified service outcomes. • Contributing to the delivery of the broader functions of the Division by providing input into the development of business plans and operating frameworks.
<p>Contribute to the well-being of people in South Australia and contribute to the promotion and implementation of the Public Sector Principles and in particular Equal Opportunity and Occupational Health, Safety and Welfare</p>	<ul style="list-style-type: none"> • Participation in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident. • Adhering to the provisions of relevant legislative requirements.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Demonstrated ability to establish and maintain effective working relationships with customers and colleagues.
- Ability to collect and analyse information and to develop effective solutions based upon such analysis.
- Demonstrated accurate and efficient data entry and computer skills.
- Demonstrated ability to prioritise workloads.
- Demonstrated ability to deploy professional integrity, maintain confidentiality and sustain credibility.
- Ability to work with minimum supervision applying initiative and/or judgement to ensure timely completion of tasks and/or activities as directed.

Experience

- Successful record in identifying customer needs, developing service strategies and providing quality customer service.
- Experience in use of computer applications and computerised accounting and billing systems.
- Experience in data entry of financial information and statistics.
- Some experience in finance processes.
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Knowledge

- Knowledge of billing/receivables/cashiering processes

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

Experience

- Experience in the preparation of patient billing and claims to Medicare and Private Health funds.
- Experience in management of health fund and insurance claims and rejections

Knowledge

- Knowledge of accounting and administrative procedures.
- Knowledge of SA Health, its strategic objectives and the broader SA public service context.
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Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Division/ Department:

The role of the Finance Revenue team is to bill patients for hospital based services, and collect and receipt funds from insurers and Medicare.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: _____ **Role Title:** _____

Signature: _____ **Date:** _____

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name: _____ **Signature:** _____ **Date:** _____