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## SA Health Job Pack

Job Title	Revenue Officer
Eligibility	Open to Everyone
Job Number	872282
Applications Closing Date	16 July 2024
Region / Division	Eyre and Far North Local Health Network
Health Service	Finance Directorate
Location	Location is negotiable
Classification	ASO2
Job Status	Temporary Full Time (12 month contract)
Salary	\$57,842 - \$62,221 p.a

## Contact Details

Full name	Erin Crossman
Phone number	8235 5869
Email address	erin.crossman@sa.gov.au

## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Working with Children Check (WWCC) - **DHS**
- National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- Unsupervised contact with Vulnerable groups- **NPC**
- Unsupervised contact with Aged Care Sector- **DHS**
- No contact with Vulnerable Groups - General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

# Immunisation

## **Risk Category B (indirect contact with blood or body substances)**

This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)

## Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ↪ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ↪ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants



## ROLE DESCRIPTION

<b>Role Title</b>	Revenue Officer
<b>Classification Code</b>	ASO2
<b>Position Number</b>	P20909
<b>Local Health Network</b>	Eyre and Far North Local Health Network
<b>Hospital/ Service/ Cluster</b>	Eyre and Far North LHN
<b>Division</b>	Finance Directorate
<b>Department/Section / Unit/ Ward</b>	Finance
<b>Role reports to</b>	Finance Team Leader
<b>Role Created/ Reviewed Date</b>	Reviewed January 2024
<b>Criminal History Clearance Requirements</b>	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Check
<b>Immunisation Risk Category</b>	Category B (Indirect contact with blood or body substances)

## ROLE CONTEXT

**Primary Objective(s) of role:**

The Revenue Officer is accountable to the Finance Team Leader and may be responsible for the effective and efficient processing of one or more of the following: hospital billing processes including generation of invoices, generation of claims to health funds and other third parties; collection of cash and recording of receipts, monitoring and following up outstanding Patient debtor balances, processing of write-offs; banking, assistance with compliance and efficiency reviews and other clerical duties.

**Direct Reports:**

NIL

**Key Relationships/ Interactions:****Internal**

- > Reports directly to the Finance Team Leader.
- > 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 within Eyre & Far North LHN.

**External**

- > Will liaise with external service providers (e.g. Health Fund / Insurance providers).
- > External customers and their financial delegates.

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<b>Challenges associated with Role:</b>
Major challenges currently associated with the role include: <ul style="list-style-type: none"><li>&gt; Working with EFNLHN to ensure correct business processes and guidelines are applied when processing patient accounts.</li><li>&gt; Varying business processes across LHN sites that require improvement for the purpose of efficiency and controls.</li><li>&gt; Constant requirement for update of Patient Billing knowledge as per the Fees and Charges Manual.</li></ul>

<b>Delegations:</b>
> NIL

<b>Resilience:</b>
SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

<b>Performance Development</b>
It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SA Health values and strategic directions.

<b>General Requirements:</b>
<p>*NB References to legislation, policies and procedures includes any superseding versions</p> <p>Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:</p> <ul style="list-style-type: none"><li>&gt; Work Health and Safety Act 2012 (SA) - maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act and when relevant WHS Defined Officers must meet due diligence requirements.</li><li>&gt; <i>Return to Work Act 2014 (SA)</i>, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.</li><li>&gt; Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).</li><li>&gt; <i>Children's Protection Act 1993 (Cth)</i> – 'Notification of Abuse or Neglect'.</li><li>&gt; Disability Discrimination.</li><li>&gt; Independent Commissioner Against Corruption Act 2012 (SA).</li><li>&gt; SA Information Privacy Principles.</li><li>&gt; Relevant Awards, Enterprise Agreements, <i>Public Sector Act 2009 (SA)</i>, <i>Health Care Act 2008 (SA)</i>, and the SA Health (Health Care Act) Human Resources Manual.</li><li>&gt; Relevant Australian Standards.</li><li>&gt; Duty to maintain confidentiality.</li><li>&gt; Smoke Free Workplace.</li><li>&gt; 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.</li><li>&gt; Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.</li><li>&gt; Health Practitioner Regulation National Law (South Australia) Act 2010.</li><li>&gt; <i>Mental Health Act 2009 (SA)</i> and Regulations.</li><li>&gt; <i>Controlled Substances Act 1984 (SA)</i> and Regulations.</li><li>&gt; Professional Practice Standards and competencies consistent with area of practice as varied from time to time.</li></ul>

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- > SA Health / EFNLHN policies, procedures, guidelines and standards.

### Confidentiality and 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 Statement:

The Eyre and Far North Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge, and life experiences they bring to the workplace. This LHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

### 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 Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Working Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > The position is primarily located at Port Lincoln but the incumbent maybe required to work from other sites within EFNLHN area.
- > Must be an Australian Resident or hold a current working visa.
- > 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.

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- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > Some out of hours work may be required.
- > A current drivers licence and willingness to drive may be required.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Provision of efficient, accurate and timely hospital billing administration processes including:</b>	<ul style="list-style-type: none"> <li>&gt; Raising of patient invoices, through preparation and input into computer systems, printing and collation and issuing of accounts.</li> <li>&gt; Preparation and input of patient billing data for generation of manual submission to health funds and other third parties.</li> <li>&gt; 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.</li> <li>&gt; Review and analysis of payment rejections and preparation of resubmissions.</li> <li>&gt; Obtaining of all necessary data from relevant staff and systems to enable the above activities.</li> <li>&gt; Running periodic and ad-hoc reports as required.</li> </ul>
<b>Maintenance of the Accounts Receivable function, including:</b>	<ul style="list-style-type: none"> <li>&gt; Prepare receipt, adjustment, remission and write off batches.</li> <li>&gt; Follow up of outstanding Patient debtors' balances.</li> <li>&gt; Run end of month and ad-hoc reports as required.</li> <li>&gt; Pursue revenue recovery action and report periodically to the Debt Management Team for appropriate follow up action and or procedure.</li> </ul>
<b>Accurate receipting and preparation of all revenue for banking by:</b>	<p>Responsible for undertaking general Cashier activities to maintain the timely preparation of the following:</p> <ul style="list-style-type: none"> <li>&gt; Receive and receipt cash over the counter, balancing daily and prepare banking.</li> <li>&gt; Responsible for contents of hospital safe.</li> <li>&gt; Attend to all customer enquiries.</li> <li>&gt; Maintain balances and month end reconciliations.</li> <li>&gt; Responsible for collection of revenue from various hospital facilities including public telephones, vending machines and the like.</li> <li>&gt; Responsible for the control of Petty Cash Funds.</li> <li>&gt; Maintain accurate records for all floats as per Cash on Hand procedures.</li> </ul>
<b>Effectively case manage an allocation of Patient Debts:</b>	<p>Conduct of referred debt management matters which may include:</p> <ul style="list-style-type: none"> <li>&gt; Preparation of evidence and debt follow up to be provided to the Debt management team.</li> <li>&gt; Responding to Telephone enquiries.</li> <li>&gt; Preparation of reports in readiness for management reviews.</li> <li>&gt; Preparation of write offs for processing.</li> </ul>
<b>Managed Petty Cash by:</b>	<ul style="list-style-type: none"> <li>&gt; Issue Petty cash disbursements in accordance with Petty Cash Procedure.</li> <li>&gt; Perform daily reconciliation of Petty Cash Float.</li> <li>&gt; Request float reimbursement by completing and forwarding a balanced spreadsheet that provides a summary of the expense lines to be processed for reimbursement authorised by appropriate financial delegate.</li> <li>&gt; Complete Monthly Petty Cash balance reconciliation.</li> </ul>
<b>Other finance related duties:</b>	<ul style="list-style-type: none"> <li>&gt; Liaise with Finance Team Leader to ensure workflow and information is provided on a timely and consistent basis.</li> <li>&gt; Undertake and learn, assist, and fill in for other Revenue and Finance Services positions as requested by Finance Team Leader.</li> <li>&gt; Responsible for the provision of a general clerical support function to the Revenue and Finance Services division and assisting with general customer enquiries.</li> </ul>

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	<ul style="list-style-type: none"><li>&gt; Assist in areas designated and provide back-up and co-ordination as required.</li></ul>
<b>Assist in the efficient and effective financial management of the portfolio by:</b>	<ul style="list-style-type: none"><li>&gt; Assist in project work and continuous improvement activities</li><li>&gt; Work collaboratively within the Division and across the Portfolio.</li><li>&gt; Preparing information in support of the provision of advice regarding FFS processes, procedures and reporting issues.</li></ul>
<b>Contribute as a member of a team to achieve Finance and Business Services division objectives by:</b>	<ul style="list-style-type: none"><li>&gt; Supporting other team members and undertaking other duties as necessary to meet team objectives.</li><li>&gt; Participating in change management initiatives across SA Health.</li><li>&gt; Contributing to a work ethos that focuses on the achievement of identified service outcomes.</li><li>&gt; Contributing to the delivery of the broader functions of the Division by providing input into the development of business plans and operating frameworks.</li></ul>



## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

#### Educational/Vocational Qualifications

- > NIL

#### Personal Abilities/Aptitudes/Skills:

- > 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 work under limited supervision and manage high volumes of work as well as contributing effectively as a member of a team.
- > Demonstrated ability to deploy professional integrity, maintain confidentiality and sustain credibility.
- > Communication skills, both oral and in writing, to enable effective services to be delivered in a professional manner with a diverse range of customers.
- > Commitment to the principles and practices of equal opportunity, WH&S, quality management and client - oriented services.

#### Experience

- > Successful record in identifying customer needs, developing service strategies, and providing quality customer service.
- > Demonstrated experience in use of computerised accounting and billing systems that are relevant to hospital or medical billing and receipting functions.
- > Proven experience in using various Microsoft products or other similar software packages.

#### Knowledge

- > Knowledge of Medical Services and Hospital billing/receivables/cashiering processes.

### DESIRABLE CHARACTERISTICS

#### Educational/Vocational Qualifications:

#### Personal Abilities/Aptitudes/Skills:

#### Experience

- > Experience in working in a financial or accounting environment.
- > Experience in the preparation of patient billing and claims to Private Health funds.
- > Experience in Finance within Health and Working Systems

#### Knowledge

- > Knowledge of accounting and administrative procedures.

## ORGANISATIONAL CONTEXT

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### Organisational Overview:

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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.

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### Our Legal Entities:

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SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing.

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

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### SA Health Goals and Strategies:

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The achievement of key SA Health goals, directions and strategies are articulated within the following:

- > South Australian Health and Wellbeing Strategy 2020-2025
  - > State Public Health Plan 2019-2024
  - > SA Health Strategic Clinical Services Plan 2021-2031
  - > SA Mental Health Services Plan 2020-2025
  - > SA Health Clinical Services Capability Framework
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### Eyre and Far North Local Health Network:

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Our Local Health Network (LHN) is responsible for the planning and delivery of hospital and health services over 337,626 square kilometres, taking in the Eyre Peninsula, western part of South Australia and north of Coober Pedy. It supports approximately 40,000 people.

Services provided within the Eyre and Far North region include accident and emergency, day and inpatient surgery, Aboriginal health, mental health, obstetric services, chemotherapy, renal dialysis, community and allied health, and aged care and disability services.

We have Health facilities located within Port Lincoln, Tumby Bay, Cummins, Lock, Elliston, Streaky Bay, Wudinna, Kimba, Cleve, Cowell, Ceduna and Coober Pedy.

The health units within the Eyre and Far North LHN have dedicated and experienced staff who strive to meet the needs of the community by providing the highest level of health care.

**Health Network/Division Department:**

Hospital Revenue Services is a branch of the Finance and Business Services Division and is responsible for delivery of hospital patient billing, Fee for Service and related Revenue Services. This position is within the Finance division which maintains Revenue strategies to ensure Hospital Billing and finance processes are in alignment with SA Health relevant legislation and policy requirements

**VALUES**

**EFNLHN Values**

**SA Health Values**

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

**EFNLHN Values**

The values of EFNLHN express the type of conduct required by our employees to further our vision to be a trusted provider of accessible, responsive, and innovative health, disability, and aged care services to support the wellbeing of our diverse communities.

<b>Accountability</b>	<b>Connected</b>	<b>Respect</b>	<b>Caring</b>
✓ We value taking responsibility for all that we do	✓ We value being part of our local community and our LHN community	✓ We value every individual and their uniqueness	✓ We value providing compassionate care to those who need it
✓ We value acting with integrity when striving to achieve our goals	✓ We value listening and collaborating with others	✓ We value being considerate and kind to ourselves and others	✓ We value putting our consumers at the centre of everything we do
✓ We value following through on what we say we will do	✓ We value two-way communication	✓ We value the diversity of our communities and the people in them	✓ We value taking the time to understand our consumers and their needs

**Code of Ethics**

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

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.

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- > 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.

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### Aboriginal Health

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SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

### Approvals

#### Role Description Approval

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

Name: \_\_\_\_\_

Role Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

### 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: \_\_\_\_\_