

<b>Position</b>	Revenue Officer
<b>Classification</b>	ASO2
<b>Division</b>	Corporate Services
<b>Department / Section / Unit / Ward</b>	Finance / Revenue Services
<b>Role reports to</b>	Operationally: > Supervisor, relevant work stream Revenue Operations
<b>CHRIS 21 Position Number</b> M55930	<b>Role Created / SALHN 2023-24-0263</b> 29/11/2023
<b>Criminal History Clearance Requirements</b> <input checked="" type="checkbox"/> General Probity (NPC) <input type="checkbox"/> Child - Prescribed (Working with Children Check)	<b>Immunisation Risk Category</b> Category C (minimal patient contact)

## JOB SPECIFICATION

### Primary Objective(s) of role:

The Revenue Officer is accountable to the Supervisor, relevant work stream Revenue Operations and may be responsible for the effective and efficient processing of one or more of the following:

- Hospital Billing and private practice administration processes
- Generation of invoices
- Generation of claims from Medicare, Health Funds and other third parties
- Collection of cash and debtors
- Recording of receipts
- Monitoring and follow up of outstanding debtors balances
- Processing of approved debt waivers and write-offs
- Processing of associated doctor and hospital disbursements and funds transfers
- Preparation of reports and reconciliations
- Assistance with compliance and efficiency reviews and other clerical duties

### Direct Reports: (List positions reporting directly to this position)

> Nil

### Key Relationships / Interactions:

Internal:

> Hospital Revenue Services units, other Finance and Business Services Divisions and various Clinical Divisions within SA Health

External:

> Health Funds, Medicare, Third Party Insurers, External Customers including members of the public

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working with the Department of Health & Wellbeing to ensure correct business processes and guidelines are implemented and applied when processing patient accounts
- > Varying business processes across LHN sites that require improvement for the purpose of efficiency and controls

- > Maintenance of contemporary Patient Billing knowledge as per the Fees and Charges Manual

#### Delegations: (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

#### Resilience

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

#### Performance Development

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 SALHN values and strategic directions.

#### General Requirements

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

- > National Safety and Quality Health Care Service Standards.
- > *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 in 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)*
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.
- > *Mental Health Act 2009 (SA)* and Regulations.

### 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.

### 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* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> <li>&gt; Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.</li> <li>&gt; The Revenue Officer may be responsible for undertaking one or more of the following functions for one of more designated hospitals or health units within SA Health.</li> </ul>
Billing and Claiming Functions	<p>Provision of efficient, accurate and timely hospital billing administration processes including:</p> <ul style="list-style-type: none"> <li>&gt; Raising of patient and other sundry invoices through preparation and input into software, printing and collation of issuing accounts;</li> <li>&gt; Preparation and input of patient billing data for generation of manual and electronic claims and their submission to Medicare, 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; Reconciliation of claim amounts to source input systems, payer remittance and other patient billing and receipting systems;</li> <li>&gt; Review and analysis of payment rejections, preparation of resubmissions;</li> <li>&gt; Obtaining 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>
Private Practice Functions	<p>Preparation of data and input into computer systems and spreadsheets, and review analysis, as required to:</p> <ul style="list-style-type: none"> <li>&gt; Enable calculation of amounts received by doctor and process end of month doctor and hospital disbursements and funds transfers;</li> <li>&gt; Maintenance of databases of participating doctors, their chosen scheme and funding flows;</li> <li>&gt; Preparation of associated reports and reconciliations;</li> <li>&gt; Provision of assistance with administrative and operational compliance testing and efficiency reviews.</li> </ul>
Accounts Receivable and Cashier Functions	<p>Maintenance of the Accounts Receivable functions, including:</p> <ul style="list-style-type: none"> <li>&gt; Maintenance of outstanding balances and follow-up of unpaid amounts;</li> <li>&gt; Preparation and processing of data input and checking of output;</li> <li>&gt; Provision of information to management;</li> <li>&gt; Relief cashier duties;</li> <li>&gt; Collection and preparation of other revenue related information and records;</li> <li>&gt; Prepare receipt, adjustment, remission and write off batches and input onto computer system;</li> <li>&gt; Monitoring, preparing and maintaining an effective revenue sundry system including raising accounts and recovery action;</li> <li>&gt; Monitoring and following up outstanding debtors balances;</li> <li>&gt; Run end of month and ad-hoc reports;</li> <li>&gt; Pursue revenue recovery action and report periodically to the Senior Revenue Officer for appropriate follow up action and/or procedure.</li> </ul> <p>Accurate receipting and preparation of all revenue for banking. Responsible for undertaking general Cashier activities to maintain the timely preparation of the following (included but not limited to):</p> <ul style="list-style-type: none"> <li>&gt; Receive and receipt cash over the counter, balancing daily, banking preparation, responsibility of the contents of hospital safe;</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Preparation weekly advice of credits;</li> <li>&gt; Month end reconciliations;</li> <li>&gt; Collection of revenue from various hospital facilities;</li> <li>&gt; Control of Petty Cash Funds and maintain accurate records for all floats with procedural accuracy;</li> <li>&gt; Assist the Senior Revenue Officer to investigate and correct any reconciliation issues.</li> </ul>
<p>Contribution to effective operation of unit</p>	<ul style="list-style-type: none"> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).</li> <li>&gt; Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.</li> <li>&gt; Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.</li> <li>&gt; Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.</li> </ul>

## 1. ESSENTIAL MINIMUM REQUIREMENTS

### 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 analysis
- > Demonstrated accuracy and efficiency in data entry and computing skills
- > Demonstrated ability to prioritise workloads, deploy professional integrity, maintain confidentiality and sustain credibility
- > Ability to work with minimum supervision and apply initiative and/or judgement to ensure timely completion of tasks/activities as directed
- > Proven commitment to the principles and practise of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
  - Risk management.

### Experience

- > Record of identifying customer needs, development of service strategies provision of quality customer service
- > Experience in the use of Spreadsheet Applications
- > Demonstrated experience in use of computerised accounting and billing systems that are relevant to hospital or medical billing and receipting functions
- > Experience in data entry of financial information
- > Experience working in a health related billing/receivables/cashiering processing environment.

### Knowledge

- > Knowledge of computer applications such as Microsoft Suite software
- > Knowledge of Medical Services and Hospital billing/receivables/cashiering processes
- > Understanding of Work Health Safety principles and procedures
- > Understanding of Quality Management principles and procedures
- > Understanding of Delegated Safety Roles and Responsibilities
- > Awareness of National Safety and Quality Health Service Standards

## 2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

### Experience

- > Experience in finance within the Health sector
- > Experience in training other staff
- > Experience in preparation of patient billing and claims to Medicare and private health funds.

### Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge of SA Health, it's strategic objectives and the broader SA public service context
- > Some knowledge of current business, financial management and accounting practices and standards with a specific focus on accrual accounting.

### Educational/Vocational Qualifications

- > A relevant degree in accounting or a finance related qualification

## 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.

## SA Health Challenges

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

## 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.

## Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

## Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)





**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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

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

**Domestic and Family Violence**

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.



**Role Acceptance**

I have read and understand the responsibilities associated with the Revenue Officer position in the Finance Division and organisational context and the values of SA Health as described within this document.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date