

## POSITION DESCRIPTION

<b>Position Title:</b>	Revenue Supervisor
<b>Business Unit/Department:</b>	Revenue Services
<b>Division:</b>	Finance
<b>Award/Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers)
<b>Classification:</b>	HS4
<b>Reports To:</b>	Revenue Manager
<b>Date Prepared/Updated:</b>	August 2023

### Position Purpose

The Revenue Supervisor is responsible for supporting the Revenue Manager to lead, oversee and coordinate the Revenue Services Staff in the delivery of high-quality accounts receivable processes at Western Health. Working closely with the Revenue Services Manager, the Revenue Supervisor maximises revenue opportunities through rigorous and timely billing and recovery procedures on a daily basis. The Revenue Supervisor plays a key role in improvement implementation whilst demonstrating strong leadership skills to ensure that work is properly allocated and completed in a timely and accurate manner. The Revenue Supervisor is also responsible for coordinating, leading and delegating tasks to the Revenue Services Team. The Revenue Supervisor is responsible for highlighting issues within the Revenue services team to the Revenue Manager, training and educating other staff members, including maintaining knowledge of the most up to date changes in relation to Revenue Services. Furthermore, the Revenue Supervisor is responsible for providing advice and consultation to internal and external stakeholders, assisting with and contributing to revenue reform projects, including development, implementation and evaluation of strategies, policies and systems supporting revenue initiatives in accordance with Western Health's CARES values and Best Care Framework. The Revenue Supervisor acts in accordance with relevant legislation, procedures and guidelines whilst maintaining excellent customer service. This position is typically aligned with collection processes and ensures attainment of individual, department and organisation wide goals to minimize loss of revenue and enhance debt recovery. Billing and collection activities in the revenue portfolios include the following revenue streams, private patient health funds, third party debtors, Worksafe, TAC, Medicare Ineligible or other compensable patient billings. Utilizing various systems, the Revenue Supervisor coordinates early, mid or late stages of the billing and collection process and performs a variety of routine daily tasks; including reports and correspondence. The Revenue Supervisor position includes supervision of staff and is also responsible for coordinating resolutions to arising as a result of staff performance of performance issues and escalating issues to the Revenue Manager. The role will report to the Revenue Services Manager and assist in broader service delivery enhancements by achieving the Revenue Services Team Key Performance Indicators (KPIs).

### Business Unit Overview

### Our Vision

Together, Caring for the West  
Patients – Employees – Community – Environment

The role of the Revenue Services team is to oversee the accounts receivable operations of Western Health. This involves the processing of billing, managing revenue collections, and processing payments through a range of systems. Our primary objective within Revenue Services is to implement prompt and efficient strategies to optimise revenue, while ensuring compliance in accordance with relevant legislation and guidelines whilst maintaining excellent patient service in accordance with Western Health's CARES values.

### Key Responsibilities

At Western Health our vision for quality care and services is that each of our patients receives 'Best Care' with us, every time.

To enable 'Best Care' all employees are required to:

- Scan for and act on opportunities to create Best Care
- Model positive and proactive attitudes and behaviours that support the dimensions of Best Care

Collaborate on achieving the goals for Best Care with other employees and patients/consumers

Other role accountabilities include:

- Provide support and training of Accounts Receivable processes to staff in the portfolio
- Provide timely feedback on issues relating to the portfolio
- Provide clear lines of escalation for any unresolved issues, including developing guidelines and processes to close any potential existing gaps
- Design and run reports across the portfolio's accounts receivable functions including aged debtors, doubtful and bad debts reports. Reports to include both quantitative and also written reports
- Regularly identify and implement ways to improve service and administration relevant to accounts receivable functions
- Demonstrate an understanding of the principles of quality assurance and continuous improvement
- Have an undertaking of relevant legislative principles and guidelines related to the billing practices of the relevant portfolio, including maintaining up to date knowledge of any changes to legislative requirements.
- Ability to analyse data to provide timely feedback relevant to the analysis
- Identify and monitor risks associated with the accounts receivable function of the portfolio
- Support other staff members of the portfolio and monitor their performance and provide timely feedback to management of any issues
- Demonstrate a high level of functional knowledge in accounts receivable and demonstrate an ability and willingness to share this knowledge with other staff.
- Deliver agreed KPI's related to the portfolio
- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'
- Comply with the expected standards of performance in the role as described by the relevant professional bodies/industry standards
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to patients, consumers and colleagues
- Comply with all Western Health policies and procedures
- Responsible for patient enquiries relating to billing and collection services and attending to the enquiries in a professional manner
- Liaise and interact professionally with internal and external service providers of Western Health.
- Engage in collaborative working relationships and being accountable within the portfolio team.
- Participating in system/process improvement and development for the Revenue portfolio.
- Demonstrate initiative to maintain knowledge of latest changes to legislation in relation to the revenue portfolio
- Identify opportunities for improvement in the patient billing cycle.
- Cooperating with the staff within the portfolio to achieve portfolio objectives.
- Following procedures developed to perform tasks efficiently within the portfolio, defining and standardising tasks

### Leadership/ Behavioural Capabilities

**Decision quality:** Making good and timely decisions that keep the organization moving forward.

### Our Vision

Together, Caring for the West  
Patients – Employees – Community – Environment

**Action Orientated:** Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.

**Ensures Accountability:** Holding self and others accountable to meet commitments.

**Customer Focus:** Building strong customer relationships and delivering customer-centric solutions.

**Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.

**Demonstrates Self-awareness:** Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses.

**Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.

**Communicates Effectively:** Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### Key Working Relationships

#### Internal:

- Finance Department
- IT
- Clinical and Medical Staff
- Ward Clerks
- Performance Unit
- Health Information

#### External:

- Patients and their careers and/or NOK
- Community Services
- Private Health Funds
- Medicare
- Workcover/ TAC
- Third party debtors
- Ad-hoc stakeholders and vendors

### Selection Criteria

#### Essential

- Must have previous experience working in a health accounts environment or hospital
- Excellent computer skills and intermediate excel skills
- High level accuracy & attention to detail, excellent numeric skills and ability to prioritise tasks
- Ability to work in a team
- Demonstrate initiative to proactively identify issues and solutions
- Excellent communication skills, with a professional telephone manner
- Demonstrate excellent leadership skills and good persuasive skills required to obtain cooperation from other staff in the portfolio in the achievement of objectives

#### Desirable

- Knowledge of patient billing, health fund contracts and member eligibility

### Our Vision

Together, Caring for the West  
Patients – Employees – Community – Environment

- Knowledge of iPM and/or accounting/billing software

### Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

### General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: \_\_\_\_\_

Date: [Click here to enter a date.](#)

### Our Vision

Together, Caring for the West  
Patients – Employees – Community – Environment