



JOB DESCRIPTION FORM

Section 1 - POSITION IDENTIFICATION

Division: Kimberley		Position No:	615685
Branch: Kununurra, Wyndham & Halls Creek Health Services (East Kimberley)		Title:	Revenue Enhancement Officer
Section: Administration		Classification:	HSO Level G4
		Award/Agreement:	Health Salaried Officers Agreement

Section 2 - POSITION RELATIONSHIPS

Responsible To	Title: Operations Manager	↑	Other positions reporting directly to this position:
	Classification: HSO Level G11		
	Position No: 100000		
Responsible To	Title: Business Manager Knx	↑	Title Administration Coordinator - Multiple Hotel Services Coordinator – Kununurra - Multiple Administration Officer Kununurra Health - Multiple
	Classification: HSO Level G6		
	Position No: 100006		
This Position	Title: Revenue Enhancement Officer	↑	
	Classification: HSO Level G4		
	Position No: 615685		

Positions under direct supervision:	← Other positions under control:								
<table border="1"> <thead> <tr> <th>Position No</th> <th>Title</th> </tr> </thead> <tbody> <tr> <td>Nil</td> <td></td> </tr> </tbody> </table>	Position No	Title	Nil		<table border="1"> <thead> <tr> <th>Category</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Category	Number		
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Nil									
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Section 3 - KEY RESPONSIBILITIES

To liaise with multi-disciplinary staff and stakeholders to accurately identify ineligible, compensable and private patients; to maximise hospital revenue via various revenue enhancement initiatives and to ensure “customer satisfaction” amongst patients admitted utilising their private health cover. Responsible for supporting Section 19(2) Exemption activities and participation in development of relevant revenue capture activities in the region.

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The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to approximately half a million people, including 45,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle as many births as the State's major maternity hospital – and as many emergency presentations as Perth metropolitan hospitals combined. The range of health services provided cover population health, mental health, Indigenous health and aged care.

Our dedicated and committed staff work hard to fulfil our purpose *Working together for a healthier country WA*, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

OUR PURPOSE – What we are here to do

WACHS improves country people's health and well-being through access to quality services and by supporting people to look after their own health.

OUR STRATEGIC DIRECTIONS TO 2018

1. Improving health the experience of care
2. Valuing consumers, staff and partnerships
3. Governance, performance and sustainable services

OUR GUIDING PRINCIPLES

Consumers first in all we do
 Safe, high quality services and information at all times
 Care closer to home where safe and viable
 Evidence based services
 Partnerships and collaboration

OUR VALUES

Community – making a difference through teamwork, cooperation, a 'can do' attitude and country hospitality.

Compassion – listening and caring with empathy, respect, courtesy and kindness.

Quality – creating a quality health care experience for every consumer, continual improvement, innovation and learning.

Integrity – accountability, honesty and professional, ethical conduct in all that we do.

Justice – valuing diversity, achieving health equality, cultural respect and a fair share for all.

WA Country Health Service

30 November 2018

REGISTERED

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Section 4 - STATEMENT OF DUTIES

Duty No	Details	Freq	%
1	REVENUE ENHANCEMENT ACTIVITIES		40
1.1	Identifies and implements agreed initiatives to increase patient utilisation of private health cover ensuring these are effective, appropriate and cost effective.		
1.2	Identifies and establishes a strong network of key stakeholders (specifically medical staff, patient presentation areas, ward clerks and billing) and negotiates agreements to support the initiatives identified.		
1.3	Assists in the development and continuous quality improvement of systems, processes and documentation.		
1.4	Work with other staff including providing training and support to ensure accurate and timely identification of private, compensable and ineligible patients.		
1.5	Follows up non-compliance or barriers to support the Private Patient Initiative.		
1.6	Collates and interprets relevant statistics to prepare reports that measure key performance indicators.		
1.7	Meets agreed performance targets.		
1.8	Actively support and foster any revenue enhancement schemes, including identification of ineligible, private and compensable patients. This support should be within Kununurra, Wyndham & Halls Creek Health Service (East Kimberley) and the wider community.		
1.9	Be responsible for ordering and maintaining of supplies of products for complimentary welcome packs for private patients.		
1.10	Ensures information technology, health information and business information systems for Private Patients and Compensable Patients are effective.		
2	PRIVATE PATIENT LIAISON		30
2.1	Advise patients on their rights and entitlements as a private patient. Provide access to interpreter services and financial information to patients with limited English skills.		
2.2	Liaise with private patients at ward level to ensure they have received incentives to which they may be entitled as private patients.		
2.3	Manage private patient queries and complaints		
2.4	Support a customer service culture in service delivery and confidentiality of all patient Information.		
3	BUSINESS AND FINANCIAL SUPPORT		30
3.1	Responsible for supporting any Section 19(2) Exemption activities* and medical service charged being billed on behalf of medical practitioners.		
3.1	Support the Business Manager in monthly monitoring and reporting financial and administrative objectives.		
3.2	Create and maintain spreadsheets indicating costs for any revenue enhancement schemes to satisfy business requirements and acquittals.		
3.3	Ensure business compliance with Financial Management Act 2006 (FMA), Treasury Instructions and WA Health Policy framework.		
3.5	Reconciling and processing supplier invoices for authorisation.		
3.6	Reconciling and processing external recoups and charges as directed.		
4	OTHER		
4.1	Any other duties as requested *Section 19(2) Health Insurance Act 1973 (the Act) this section prohibits the payment of Medicare benefits where other government funding is provided for that service unless an exemption has been granted.		

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest achievement level in Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.

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Section 5 - SELECTION CRITERIA

ESSENTIAL:

1. Previous experience in a customer and/or administrative service role with demonstrated ability in the development, implementation and monitoring initiatives relating to customer service.
2. Knowledge and understanding of relevant Health Care (Medicare) and Health Insurance financial systems and processes.
3. Sound analytical and problem solving skills and demonstrated high-level initiative.
4. Well-developed interpersonal, communication and negotiation skills.
5. Ability to organise and prioritise workloads to meet timeframes.
6. Eligible for / or in possession of a current C or C-A Class drivers licence.

DESIRABLE:

1. Experience in Medicare Benefit Schedule item numbers, Medicare billing and private insurance billing.
2. Understanding and familiarity with various computer software packages including practical experience using word processing and spreadsheet packages.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Section 6 – APPOINTMENT FACTORS

Location	Kununurra	Accommodation	As per WACHS Kimberley Accommodation Policy
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • This position is subject to a successful Criminal Record Screening • Completion of a 100 point identification check • Successful Pre- Placement Health Screening clearance • Evidence of a current C or C-A Class drivers licence Allowances include: <ul style="list-style-type: none"> • District Allowance as applicable • Annual Leave Travel Concession as applicable • Air Conditioning Subsidy as applicable • Additional week Northwest Leave 		
Specialised equipment operated			

Section 7 – CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature and Date: ____/____/____

Operations Manager
Kununurra, Wyndham and Halls Creek Health
Service

Signature and Date: ____/____/____

Regional Director
WACHS Kimberley

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date Signed

WA Country Health Service

30 November 2018

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