



HSS REGISTERED

Business Development Manager (Prj)

Health Salaried Officers Agreement: Level G9

Position Number: 601586

Revenue Unit / Executive Director

Royal Perth Hospital / East Metropolitan Health Service (EMHS)

Reporting Relationships

Executive Director RPBG
MP Year 1-9
Position Number: 104822



Chief Business Manager
HSO G11
Position Number: 602383



This Position



Directly reporting to this position:

Title	Classification	FTE
• E-Consult Officer	HSO G6	1.00 FTE
• Private Patient Liaison Officers	HSO G4	4.00 FTE
• Business Admin Officer	HSO G3	1.00 FTE

← Also reporting to this supervisor:

- Operations Managers, HSO G9, 4.00FTE
- Manager Health Records HSO G9, 1.00 FTE

Key Responsibilities

The Business Development Manager is responsible for providing leadership and operational support in revenue-related activity to the revenue department. Manages the development, review and implementation of a range of projects relating to increasing all revenue and related operational processes and procedures across Royal Perth Bentley Group (RPBG). The position liaises and engages with key stakeholders in developing plans and achieving business objectives.

EMHS Vision and Values

Our Vision

***Healthy people, amazing care.
Koorda moort, moorditj kwabadak.***

Healthy people refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

Brief Summary of Duties (in order of importance)

1. Operational Management

- 1.1 Provides leadership and operational support in revenue-related activity and guidance on policy guidelines to the revenue department.
- 1.2 Project manages key initiatives that support revenue enhancement at Royal Perth Bentley Group.
- 1.3 Co-ordinates, controls and manages the operation of Private patient incentive program.
- 1.4 Takes responsibility for ensuring key deliverables are achieved.
- 1.5 Assists in the development and implementation of detailed project plans including comprehensive risk analysis.
- 1.6 Provides regular activity updates and budget reports for the Royal Perth Bentley Group Executive.
- 1.7 Contributes to financial and revenue expertise in preparation of business cases, briefing notes and ad hoc reporting requirements.
- 1.8 Researches and maintains an awareness of relevant trends, legislative requirements (including AMA award agreements, Medicare and private insurance) and maintains an expert awareness of key reform and industrial award agreements.
- 1.9 Provides advice, information and guidance to RPBG managers/coordinators and revenue staff on revenue-related matters.
- 1.10 Takes responsibility for ensuring key deliverables related to revenue-generating processes are achieved.
- 1.11 Develops and/or maintains relevant internal key performance indicators.
- 1.12 Co-ordinates and/or participates in forums, workshops and review initiatives to discuss, support and resolve issues and/or related to assessments/effective change/revenue reform.
- 1.13 Facilitates and participates in the development of strategies to pro-actively manage perceptions around key revenue reforms particularly through the implementation phase and evaluation of project outcomes.
- 1.14 Develops strong working relationships in order to effectively liaise, consult and negotiate with key internal and external stakeholders.
- 1.15 Assists in providing/coordinating training to Area Health Service staff to ensure the smooth transition and progress of initiatives.
- 1.16 Manages audits and monitors compliance with protocols relating to on-going business activity and new projects.
- 1.17 Manages all staff who report directly to this position, including staff duties, leave, rosters and performance development.
- 1.18 Represents the organisation on committees as required.
- 1.19 Actively participates in projects, reviews and other work programs co-ordinated by the Royal Perth Bentley Group Executive.

2. EMHS Governance, Safety and Quality Requirements

- 2.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 2.2 Actively participates in the Peak Performance program.
- 2.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 2.4 Adheres to the performance framework for procurement and contract management and oversees and promotes to other staff this process and function in accordance with EMHS Policy and the Delegations and Authorisations Schedule.
- 2.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.6 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

3. Undertakes other duties as directed

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

Essential Selection Criteria

1. Substantial experience and expertise in revenue management in a healthcare setting.
2. Substantial experience in managing projects and project management systems and tools.
3. Well-developed communication (oral, written and interpersonal) skills, with particular experience in liaison, facilitation and negotiation with individuals at all levels.
4. Highly developed conceptual and analytical negotiation skills, with a high level of initiative and a proven ability to provide innovative thinking in identifying solutions to complex problems.
5. Demonstrated effective leadership and ability to show initiative in a multidisciplinary team.
6. Current knowledge of legislative obligations for equal opportunity, disability services and occupational safety and health, and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Higher education Bachelor’s Degree (include honours degree, post graduate diplomas and/or full professional qualifications) in a relevant discipline.
2. Experience in a health related profession and/or knowledge of the health environment including general understanding of hospital functions.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

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

Alistair Marr		HE80699	04/07/2019
Manager / Supervisor Name	Signature or	HE Number	Date
Dept. / Division Head Name	Signature or	HE Number	Date

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

Occupant Name	Signature or	HE Number	Date
Effective Date			

HSS Registration Details (to be completed by HSS)

Created on	Last Updated on	July 2019
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