



HSS Registered

Revenue Coordinator
Health Salaried Officers Agreement: G6
Position Number: 603271
Business and Finance / Business and Corporate Services
Armadale Kalamunda Group – East Metropolitan Health Service (EMHS)

Reporting Relationships

Executive Director
Armadale Kalamunda Group
Position Number: 602758



Director Corporate Operations
Award Level: HSO G11
Position Number: 603217



Business Manager
Award Level: HSO G10
Position Number: 601430



This Position



Directly reporting to this position:

Title	Classification	FTE
• Compensable Patient Liaison Officer	HSO Level G4	2.0
• Compensable Administration Officer	HSO Level G3	2.0

← Also reporting to this supervisor:

- Business and Activity Coordinator HSO Level G8
- Business Analyst HSO G6 –2.5FTE

Key Responsibilities

The Revenue Co-ordinator is responsible for implementing and managing a range of projects related to increasing all revenue across Armadale Kalamunda Group (AKG), and improving efficiencies and processes as a part of revenue reform. The position ensures revenue opportunities across all compensable categories are being maximised; manages activity around key performance indicators applicable to the unit; and develops and manages key relationships including issue resolution and advice.

The Revenue Co-ordinator liaises and engages with AKG site leadership and the EMHS Revenue Manager in developing plans and achieving business objectives.

The Revenue Co-ordinator is also responsible for managing the day-to-day activities of the revenue team members at AKG and providing support and guidance where required.



Brief Summary of Duties

1. Daily Duties

- 1.1 Project manages site and EMHS key initiatives that support revenue enhancement and revenue-related efficiencies in processes and procedures at AKG.
- 1.2 Coordinates all activities and operations relating to the AKG revenue team.
- 1.3 Monitors and manages staff resource needs, and assists with resource planning, coordinates leave, relief and recruitment and selection activities for the revenue team.
- 1.4 Coordinates all aspects of revenue including the management of the manual and electronic billing processes and procedures. This includes billing data derived from anaesthesia and surgical management systems, consult billing, PBRC, WebPAS and the revenue staff patient management application.
- 1.5 Assists in the ongoing development and implementation of revenue processes and systems and identifies where possible further opportunities to maximise revenue.
- 1.6 Monitors performance and services and takes appropriate remedial action. Manages and monitors key performance indicators applicable to revenue.
- 1.7 Develops and manages client relationship interface, including issue resolution and advice and guidance on revenue matters. This includes liaising with clinical staff and establishing networks with internal and external agencies.
- 1.8 Management of private patient incentive program including: participation in the development of and delivering education programs to promote the revenue billing system; promoting the benefits to patients regarding the use of their private health insurance; visiting patients to ensure their stated private benefits are received.
- 1.9 Provides a central point of contact for any queries relating to revenue from patients, EMHS Accounts Receivable or clinical staff. Ensure revenue team members appropriately respond to queries in a prompt manner in resolving any revenue related issues and problems.
- 1.10 Provides regular updates and prepares reports and briefing papers for AKG site leadership and the EMHS Revenue Manager.
- 1.11 Co-ordinates and participates in forums, meetings and workshops to discuss and resolve issues and support effective change management practice for revenue reform initiatives.
- 1.12 Develops strong working relationships to effectively liaise, consult and negotiate with key internal and external stakeholders.
- 1.13 Monitors compliance with revenue policies and procedures and escalates issues as appropriate.
- 1.14 Actively participates in projects, reviews and other work programs co-ordinated by AKG site leadership and the EMHS Revenue Manager.
- 1.15 Conducts regular team meetings to ensure that revenue improvement initiatives are effectively communicated to revenue staff members and issues within the revenue team are escalated as needed.

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. Demonstrated knowledge and understanding of patient billing and Own Source Revenue generation processes.
2. Demonstrated project management skills including the ability to lead a small team.
3. High level interpersonal skills, negotiation skills, verbal and written communication skills and the ability to build effective working relationships with internal/external stakeholders.
4. Practical experience in the use of software applications such as PBRC, WebPAS, Excel, Word and PowerPoint for data management, analysis, documentation and presentations.
5. Demonstrated ability to act autonomously and to work 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. Tertiary qualifications in a relevant discipline.

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.

Manager / Supervisor Name	Signature	or	HE Number	Date
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Dept. / Division Head Name	Signature	or	HE Number	Date
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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
	February 2020