



# Healthy kids, healthy communities

Compassion

Excellence

Collaboration

Accountability

Equity

Respect

## Revenue Officer

### Position details

Position Number:	00013545
Classification:	HSO G4
Agreement:	Health Salaried Officers Agreement
Directorate:	CAHS Corporate Services
Department:	Finance
Location:	Perth Children's Hospital

### Reporting relationships

This position reports to:

00013544 Manager Revenue

HSO Level G10

Positions under direct supervision:

**Nil**

### Key Responsibility

To liaise with chargeable patients, medical and other staff, Health Support Services and other areas on issues relating to private and other chargeable patients and to process patient accommodation and professional fees billing in regard to chargeable patients.



## About our health service

The Child and Adolescent Health Service (CAHS) is a comprehensive service that supports and treats children from around Western Australia, and is committed to programs that promote lifelong health in children and adolescents.

### CAHS is made up of four service streams:

- **Neonatology:** Neonatology provides state-wide tertiary neonatal services to the sickest newborn babies and infants in Western Australia.
- **Community Health:** a comprehensive range of community based early identification and intervention services, as well as health promotion, to children and families in the Perth metropolitan area. Services are provided in a variety of settings including at home, local community health centres, child and parent centres and schools.
- **Child and Adolescent Mental Health Services (CAMHS):** provide mental health services to infants, children, young people and their families across the Perth metropolitan area. Services include community based programs, inpatient care at Perth Children's Hospital and specialised services for children with complex mental health conditions across the State.
- **Perth Children's Hospital (PCH):** is the specialist State-wide paediatric hospital and trauma centre for Western Australia, caring for children up to the age of 16. PCH is also a centre of excellence for teaching and research, partnering in major paediatric research and education initiatives led by the Telethon Kids Institute (TKI) and the State's universities.

## Our vision

### Healthy kids, healthy communities

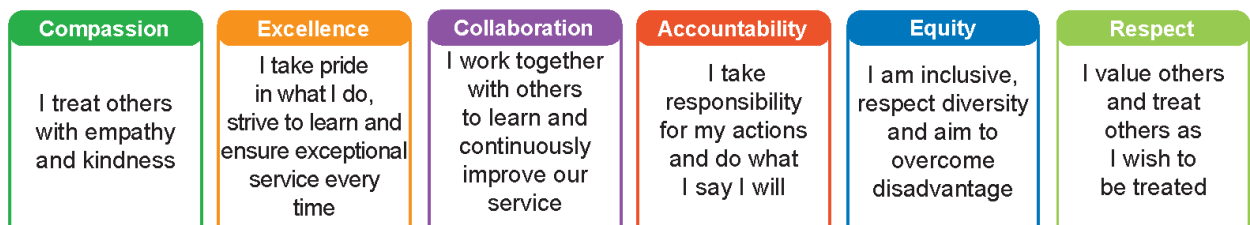
Our vision of 'healthy kids, healthy communities' sees that children and young people get the best start in life through health promotion, early identification and intervention and patient centred, family-focused care.

## Our objectives



## Our values drive us

CAHS promotes a values based workplace culture and all employees are expected to translate our values into action by providing high quality care through:



## Summary of accountabilities

- Liaise with chargeable patients, including eligible private patients, overseas visitors and students, motor vehicle accident and other compensable patients, in relation to private patient and other applicable billing arrangements.
- Liaise with hospital clinical, nursing and administrative staff, Health Support Services, Department of Health and staff from other hospital and health funds and patient insurance companies on issues relating to the billing of private and other chargeable patients for accommodation, professional and other fees.
- Process patient accommodation and professional fees billing in regard to chargeable patients, including input and editing details on appropriate patient management, billing and financial systems.
- Assist in identifying and implementing initiatives to increase chargeable patient revenue in effective, appropriate and cost effective ways.
- Prepare billing documentation for professional fees billing compliant with appropriate legislation, policy and guidelines.
- Assist in the documentation of applicable billing and financial processes and controls, and facilitate compliance to ensure consistent and accurate collection, recording and reporting of billing, financial and associated data.
- Identify and establish a strong network of key stakeholders and assist in negotiation of agreements to support the initiatives identified.
- Assist in the development and continuous quality improvement of systems, processes and documentation.
- Assist in the ongoing education program for key stakeholders and for broader staff awareness.
- Assist in maintenance of relevant statistics and reporting in respect to Arrangement A doctor billing and preparation of key performance indicator reports.
- Meet agreed performance indicators.
- Participate in relevant inter-hospital working groups/committees as required.

## 2. CAHS governance, integrity, safety and quality requirements

- Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct, the CAHS Vision and CAHS Values of Compassion, Collaboration, Accountability, Respect, Excellence and Equity.
- Maintains a safe work environment by taking reasonable care for own health and safety and that of others.
- Undertakes duties to an agreed performance standard to support safe, high-quality health care with a focus on continual improvement, efficiency, effectiveness and sustainability.
- Directly or indirectly supports the delivery of safe patient care and the consumers' experience ensuring services are family centred.

- Contributes to continuous quality improvement activities by identifying, facilitating or participating in practices in accordance with the requirements of the National Safety and Quality Health Service (NSQHS) Standards, health service strategic direction and the WA Public Sector.
- Completes mandatory and core requirement training as relevant to the role and service.
- Performs duties in accordance with WA Public Sector, WA Health, CAHS and other specific service policies and procedures and applicable legislative obligations under *Public Sector Management Act (WA) 1994*, *Health Services Act (WA) 2016*, *Occupational Safety and Health Act (WA) 1984*, *Disability Services Act (WA) 1993* and the *Equal Opportunity Act (WA) 1984*.
- Actively contributes to the development of the health service by undertaking other duties as directed including additional tasks or projects in line with continual improvement, collaboration and sustainable health initiatives.

## Work related requirements

The following criteria should be considered in the context of the CAHS Vision, Objectives and Values.

### Essential selection criteria

1. Well-developed communication, negotiation and interpersonal skills including the ability to liaise effectively with medical, nursing and administrative staff of all levels.
2. Knowledge of/experience in accounting practices and accounts receivable processes.
3. Demonstrated strong customer service focus and ability to work positively and effectively as part of a team and motivate others.
4. Self-starting initiative and ability to be creative and innovative in the achievement of objectives.
5. Demonstrated analytical and organisational ability and the ability to maintain high work standards under pressure.
6. Practical experience using computers including the use of word processing and spreadsheet packages.

### Desirable selection criteria

1. Knowledge of/ experience in a health care environment.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

### Appointment to this position is subject to the following:

- Provision of the minimum identity proofing requirements in line with the standards set by the National Security Strategy.
- Successful criminal record screening clearance.
- Successful pre-employment integrity check.
- Successful pre-employment health assessment.

## Certification

Created on	Last Reviewed	HSS Registered
11/09/2019	11/09/2019	26/03/2020

I verify that the details in this document are an accurate reflection of the requirements of the position.

\_\_\_\_\_  
Manager / Supervisor

\_\_\_\_\_  
Signature or HE Number

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Occupant Name

\_\_\_\_\_  
Signature or HE Number

\_\_\_\_\_  
Date