



HSS REGISTERED

Coordinator Revenue

Health Salaried Officers Agreement: G-8

Position Number: CG008474

Revenue Department

North Metropolitan Health Service

Reporting Relationships

Area Director Finance / Chief Finance Officer
HES Level: Grade A – Corporate
Position Number: 005750



Director Revenue and Accounts Receivable
HSO Level: TBA
Position Number: TBA



This Position



Also reporting to this supervisor:

- Finance and Business Officer, G-8, 1.0 FTE
- Coordinator, Accounts Receivable, G-7, 1.0 FTE
- Finance Reform Officer, G-7, 1.0 FTE

Directly reporting to this position:

| Title | Classification | FTE |
|--|----------------|-----|
| Finance Business Analyst | HSO G-6 | 1.0 |
| Private Patient Liaison Officers | HSO G-4 | 6.0 |
| Revenue Officer - Private Billing (RV) | HSO G-5 | 1.0 |

Other positions under control

- Compensable Officers, G3.

Prime Function / Key Responsibilities

Manages the operations of the North Metropolitan Health Service (NMHS) Revenue Department. Manages projects to maximise revenue enhancement across NMHS, including development, implementation and evaluation of strategies, policies and guidelines to support revenue initiatives. Liaises and engages with key stakeholders in developing plans and achieving business objectives.

Provides business management support to the Director Revenue and Accounts Receivable and manages the coordination of the Billing team, Private Patient Liaison Officers, Compensable Officers, and Finance and Business Analyst.

Brief Summary of Duties

1. Management

- 1.1 Manages key initiatives to support all revenue enhancements including outpatient, inpatient and prostheses revenue.
- 1.2 Takes responsibility of Revenue team performance and ensuring key performance indicators are achieved.
- 1.3 Researches issues of significance and maintains an expert awareness of key revenue reform initiatives and innovations nationally and internationally.
- 1.4 Develops strong working relationships in order to maximise revenue. Liaises effectively, consults and negotiates with key internal and external stakeholders.
- 1.5 Provides advice and support with respect to the implementation of revenue reform.
- 1.6 Management of the Private Patient Incentive Program.
- 1.7 Develops and delivers education programs where necessary to promote the revenue billing system.
- 1.8 Coordinates and participates in revenue forums and workshops to discuss and resolve issues and support effective change management practice for revenue reform initiatives.
- 1.9 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.
- 1.10 Provides regular updates and prepares revenue related reports and briefing papers for the Director Revenue Management and Accounts Receivable.
- 1.11 Provides expert revenue related advice to area health service colleagues to ensure revenue is maximised.
- 1.12 Represents the organisation on committees as required.
- 1.13 Actively participates in revenue related projects, reviews and other work programs.

2. NMHS 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 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 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 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated knowledge, understanding and experience of hospital revenue processes and billing requirements.
2. Well-developed communication (oral, written and interpersonal) skills, with particular experience in liaison, facilitation and negotiation with individuals at all levels.
3. 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.
4. Demonstrated effective leadership and initiative skills.
5. Demonstrated ability to act autonomously and to work in a multidisciplinary team.
6. Demonstrated experience in development of policies, procedures and other types of formal documentation.
7. Demonstrated experience in the development and delivery of training programs.
8. 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 would be highly regarded..
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.

Manager/Supervisor

Name:
Signature/HE:
Date:

Dept./Division Head

Name:
Signature:
Date:

Position Occupant

Name:
Signature:
Date:

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