

## POSITION DESCRIPTION

# Revenue Improvement Officer



Health  
Illawarra Shoalhaven  
Local Health District

Ref: DT24/62702

<b>Our CORE Values</b>	Collaboration Openness Respect Empowerment	
<b>Organisation</b>	NSW Health	
<b>Local Health District /Agency</b>	Illawarra Shoalhaven Local Health District	
<b>Position Number</b>		
<b>Cost Centre</b>	180988	
<b>Position Classification</b>	Health Services Manager Level 1	
<b>State Award</b>	Health Managers (State) Award	
<b>Reporting to</b>	Strategic Revenue Manager	
<b>Does this role manage or supervise others?</b>	<i>N</i>	
<b>Vaccination Category</b>	<i>B</i>	
<b>Website</b>	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>	

## PRIMARY PURPOSE

This position is responsible for assisting the Strategic Revenue Manager to apply change management principles to maximise revenue within the District.

This position requires proven expertise and experience in all medical billing functions and programs and is required to identify billing errors utilising data extracted from various systems.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a



respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/or health conditions.

## KEY ACCOUNTABILITIES

- Work with Strategic Revenue Manager to develop and implement processes to maximise the generation and collection of own source revenue for the District
- Have a comprehensive knowledge of PBRC and other systems that interface with PBRC to ensure revenue generation and collection is maximized
- Ensure all PBRC errors are reviewed and corrected in a timely manner
- Provide advice and education to Clinical Managers and Heads of Departments on revenue and billing guidelines and assist in implementation of billing processes
- Provide education, training and ongoing support to staff specialists and other staff in relation to the clinician billing portal
- Ensure staff specialist billing is in place for all new appointments- inpatient and outpatient.
- Ensure that revenue billing and collection systems are working efficiently and effectively within legislation and policies
- Ensure compliance with Medicare Benefits Schedule business and billing rules across the District
- Assist Strategic Revenue Manager with change management processes including MoH revenue related projects.
- Proven interpersonal and negotiation skills and an outstanding commitment to excellent customer service
- Build and maintain effective relationships with key stakeholders across the District to ensure priorities are met.
- Assist with the development and implementation of policies, procedures, standards and practices in accordance with legislative and professional financial requirements to ensure consistent delivery of quality revenue processing to the District.
- Perform a range of management and administrative tasks, monitoring work priorities to ensure delivery of efficient and effective consumer focused services aligned with business and/or service plan requirements.
- Assist in preparing accurate and concise reports, documents, and correspondence, including the preparation of complex correspondence in accordance with District policies and procedures.
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the District's CORE values, through demonstrated behaviors and interactions with patients/clients/employees.
- Maintain responsibilities for personal and professional development by participating in training/education activities, and performance reviews in order to continuously improve the level and quality of service.

## SELECTION CRITERIA

1. Relevant tertiary qualifications in commerce, business and/or relevant experience in a complex health environment.
2. Expert knowledge of the PBRC system, Revenue Portal and other revenue systems.
3. Demonstrated ability to work independently or as part of a team to meet deadlines and department objectives.
4. Demonstrated effective communication skills to collaborate with key stakeholders.
5. Demonstrated excellent written, verbal and interpersonal skills including report writing and providing education and training.
6. Demonstrated ability to be flexible and adapt work practices to meet current and emerging business needs.
7. Attention to detail and high level analytical skills to support revenue maximisation.

## KEY CHALLENGES

- Planning and prioritizing high volumes of work with conflicting and critical deadlines.
- Establish effective working relationships across multiple internal and external stakeholder groups including health funds, insurance companies.
- Ensure data quality within PBRC and other revenue systems.

## KEY RELATIONSHIPS

WHO	WHY
Strategic Revenue Manager	Provide advice and support and effective and professional customer service
SESLHD Hosted Service	Participate in meeting, share information, provide advice
Patient Liaison Officers/ Outpatient Clerical Staff	Provide advice, support, education and training
Third Party providers including private health insurance	Obtain information, financial processing, receive advice and facilitate patient revenue outcomes
Patient, clients and consumers	Provide customer service and share information

# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials	X					
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks			X			
	<b>Walking</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes			X			
	<b>Running</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks	X					
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks	X					
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks						X
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks						X
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery						X
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding	X					
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg		X			
		Moderate lifting & carrying – 10 – 15kg		X			
		Heavy lifting & carrying – 16kg and above					X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder		X				
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body						X
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)	X					
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms			X			
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands		X				
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b> Operating any motor powered vehicle			X			

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b> Use of hearing is an integral part of work performance eg telephone enquiries				X		
	<b>Smell</b> Use of smell is an integral part of work performance eg working with chemicals						X
	<b>Taste</b> Use of taste is an integral part of work performance eg food preparation						X
	<b>Touch</b> Use of touch is an integral part of work performance				X		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Assisting ↓						
	<b>Distressed people</b> eg. emergency or grief situations		X				
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness	X					
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries		X				
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies						X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust						X
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues						X
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard	X					
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain						X
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground						X
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls						X
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X