

Position Description

Position title	Billing Officer
Department / Division	Finance / Corporate Services
Classification	Grade 1 Year 1 – Grade 1 Year 5 (AO11 – AO12)
Position reports to	Team Leader – Billing and Collections
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE PURPOSE
<p>The position of Billing Officer is responsible for the completion of the daily billing, invoicing, receipting and reconciliation for private and compensable patients. The position will liaise with clinical providers and clinical teams to ensure clinical encounters are eligible for billing purposes and will follow up for any missing information to enable billing to be completed.</p>

KEY ACCOUNTABILITIES

Administration

- Complete daily billing tasks, including invoicing, receipting and reconciliations as required, ensuring standard billing processes and procedures are followed
- Troubleshoot and resolve issues related to the billing requirements
- Escalation of issues to the Billing Coordinator and Team Leader – Billing and Collections
- Completion of monthly reporting as requested
- Work within billing targets and Key Performance Indicators (KPI's)
- Other duties as directed by the Team Leader – Billing and Collections and the Finance Manager Operations

Customer Service

- Follow up with families and carers with incomplete Medicare details
- Follow up with clinicians and clinical teams where billing is incomplete
- Ensure appropriate and prompt response to billing enquiries
- Ensure a high quality of customer service is provided when liaising with families, carers, clinical departments and staff
- Ensure excellence in customer service at all times

General

- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate
- Participate in activities including performance reviews and development plans; training and team activities as scheduled
- Utilise and support communication systems, including timely and accurate review of information impacting team operations and understanding of business requirements
- Assist in the induction and training of new staff according to documented procedures and work practices
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and team work

QUALIFICATIONS AND EXPERIENCE

Essential:

- Demonstrated experience in using computer applications, including Microsoft Office products, EPIC, Impulse and WedPAS
- Proven customer service focus

Desirable:

- An understanding of the healthcare sector

KEY SELECTION CRITERIA

- Understanding of Medicare billing guidelines and requirements, private patient billing and private health funds
- Possess, demonstrate and apply effective communication and interpersonal skills
- Demonstrated ability to meet KPI's on a regular and consistent basis
- Able to exercise good time management skills and prioritisation between competing tasks
- Demonstrated ability to troubleshoot and resolve issues
- Ability to work and contribute to a team setting
- Strong customer service skills
- Ability to handle confidential and sensitive information with discretion

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

February 2025