

## Position Description

<b>Position title</b>	Pathology Accounts Officer
<b>Department / Division</b>	Laboratory Services / Ambulatory Services
<b>Classification</b>	Grade 2 Level 1 (A021) – Grade 2 Level 5 (A025)
<b>Position reports to</b>	Pathology Accounts Manager
<b>No. of direct &amp; indirect reports</b>	N/A
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

### The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is *a world where all kids thrive*.

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.

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.

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/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at [www.rch.org.au](http://www.rch.org.au)

*Please note: Victorian Department of Health has endorsed the initiative to restructure existing public pathology by bringing together laboratories into pathology networks operating under a lead health service. Pathology services from the Royal Melbourne Hospital, Peter MacCallum Cancer Centre, the Royal Women's Hospital and the Royal Children's Hospital will transition to a single pathology service. This creates an exciting opportunity to strengthen the scope, scale and reach of pathology services across the Parkville precinct to benefit all Victorians. This role will be part of the new centre of excellence that will be led by Melbourne Health.*

## ROLE CONTEXT

The department of Laboratory Services – RCH Pathology provides a comprehensive, high quality diagnostic pathology service to both the Royal Children's Hospital and the Royal Women's Hospital, as well as to Specialist Consultants and General Practitioners in the community.

## ROLE PURPOSE

The Pathology Accounts Officer provides administrative support as part of the Billing and Accounts team which is responsible for the management of all Accounts Receivable/Payable, Medicare claims processes and generation of revenue on behalf of Laboratory Services.

## KEY ACCOUNTABILITIES

### ADMINISTRATION

- Develop and maintain a sound understanding of pathology billing systems and processes
- Ensure all data entry and invoicing is completed accurately and with a high attention to detail in a timely manner
- Follow standard operating procedures and work plans to complete tasks as directed
- Adhere to legislated procedural requirements
- Support the achievement of billing targets and Key Performance Indicators (KPI's)
- Create, maintain and ensure integrity of biller codes in the system
- Classify pathology services and allocate billing according to financial class as assigned
- Coordination of timely lodgements with the appropriate checks and documentation required by health funds, service providers and Medicare
- Liaise directly with external parties such as TAC, health funds and debt collection agencies
- Ensure timely processing of various payments received within Laboratory Services Account Department
- Actively initiate, investigate and participate in process improvement initiatives
- Escalate unresolved or high-risk issues to the Manager

### TEAMWORK

- Foster and support collaborative work environment within the Pathology Account Team, Laboratory Services and across RCH
- Actively participate in department/clinic team meetings and huddles
- Train other staff members in the use of departmental systems and processes as directed by the Manager,
- Instigate and participate in process improvement initiatives
- Provide assistance to other teams of the Laboratory Services as required

### CUSTOMER SERVICE

- Establish and maintain effective relationships to ensure a high quality of customer service is provided to external stakeholders such as patients, families and carers, health funds, TAC, Medicare, external pathology services and other health care professionals
- Deal with complex enquiries or troubleshoot issues related to billing, invoicing, receipting and reconciliation
- Ensure appropriate and prompt response to all billing and invoicing enquiries
- Support the education of key internal stakeholders regarding the business requirement for the department,
- Execute escalation process to all enquiries and complaints in timely manner and in line with Laboratory Services Complaint Management Process

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Experience working under limited supervision, either individually or as part of a team
- Demonstrated experience in using complex computer applications
- Previous experience in high volume billing environment or demonstrated capability to acquire necessary skills

### Desirable:

- Sound knowledge and experience with Pathology Laboratory Information Systems and associated billing systems
- Proficiency in hospital data base systems i.e., IBA, Epic at RCH and IPM at RWH
- Advanced skills in the use of a range of computer applications, including Outlook, Microsoft Word and Excel
- Basic knowledge of medical terminology

## KEY SELECTION CRITERIA

- Demonstrated experience performing a similar role and ability to prioritise conflicting demands whilst maintaining expectations/timelines with internal and external stakeholders
- Previous experience in a public or health organisation preferred
- Strong interpersonal and communication skills, both written and verbal
- Demonstrated experience in training staff in new systems and processes
- Ability to work under pressure and flexibility to adapt to changing priorities
- Highly motivated individual who can recognise opportunities for improvement and develop new procedures with the support of the Manager
- Excellent analytical and problem-solving skills with a proactive approach to problem resolution
- High attention to detail
- Ability and willingness to learn new skills

## 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
- 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

March 2025