

## Position Description

<b>Position title</b>	Billing Coordinator
<b>Department / Division</b>	Finance, Corporate Services
<b>Classification</b>	Grade 2 Year 1 – Grade 2 Year 5 (AO21 – AO25)
<b>Position reports to</b>	Team Leader, Billing and Collections
<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

<b>The Royal Children's Hospital</b>
<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 <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</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 <a href="http://www.rch.org.au">www.rch.org.au</a></p>

<b>ROLE PURPOSE</b>
<p>The position of Billing Coordinator is responsible for the completion of the daily billing, invoicing, receipting and reconciliation for private and compensable patients. The role is also the first point of support for the Billing Officer as the subject matter expert.</p>

The position will be responsible for reviewing aged debtors, resolving billing issues to ensuring revenue is collected in accordance with policies and procedures.

## KEY ACCOUNTABILITIES

### Administration

- Deal with enquires or troubleshoot issues related to billing, invoicing, receipting and reconciliation
- Follow up on the Aged Debtor Balance Report (Debtor Days Report 30, 60, 90+ day), to ensure that all short payments, rejections and corrections are actioned promptly
- Support the achievement of billing targets and Key Performance Indicators (KPI's)
- Coordination of financial claims and payment for private and compensable patients
- Coordination of financial activities associated with MBS and public clinics
- Support the education of key internal stakeholders regarding the business requirement for departments/clinics
- Provide monthly billing reports to departments
- Escalate unresolved or high risk issues to the Team Leader, Billing and Collections and the Finance Manager Operations

### Customer Service

- Ensure excellence in customer service at all times
- 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
- Ensure appropriate and prompt response to all billing and invoicing enquiries
- Ensure a high quality of customer service is provided to clinical department and staff
- Utilise and support communication systems, including timely and accurate review of information impacting team operations and understanding of business requirements

### Team Work

- 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
- Actively participate in department/clinic team meetings and huddles
- Participate in activities including performance reviews and development plans; training and team activities as scheduled
- In conjunction with the Team Leader, Billing and Collections, instigate and participate in process improvement initiatives and follow through until completion
- Share best practice with other Billing Officers and support standardised processes and procedures
- Build and maintain effective relationships with relevant external stakeholders

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Demonstrated experience in using computer applications, including Microsoft Office products, electronic medical records and patient billing systems

- Demonstrated proficiency in Medicare billing guidelines and requirements, private patient billing and private health funds
- Previous experience in a Billing and Collection function

**Desirable:**

- An understanding of the healthcare sector
- Tertiary qualification in accounting/ bookkeeping

**KEY SELECTION CRITERIA**

- Structured approach to tasks, organises and prioritises work and meets deadlines
- Demonstrated ability to work autonomously and under minimal supervision
- Demonstrated ability to cooperate and work well with others in the pursuit of team goals
- Flexible approach to work demands - balancing sometimes competing and conflicting priorities
- Proactive approach to process improvement and problem resolution
- Well-developed verbal communication and interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- High attention to detail with the ability to perform tasks efficiently and accurately
- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers

**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

September 2025