

Position Description

Position title	Team Leader – Patient Liaison
Department / Division	Finance / Corporate Services
Classification	Grade 6 Level 1 – Grade 6 Level 5 (AO61 – AO65)
Position reports to	Finance Manager Operations
No. of direct & indirect reports	3
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 <i>a world where all kids thrive</i>.</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 CONTEXT
<p>The Finance Department sits within the Corporate Services Division of The Royal Children's Hospital and serves as the hospital's central hub for all financial matters, delivering end-to-end financial management in accordance with the requirements of the Victorian Department of Health and relevant public sector frameworks. The department is responsible for the full spectrum of financial activities including patient billing, accounts payable, financial</p>

compliance, tax, and external reporting, ensuring the organisation meets its obligations under the *Financial Management Act 1994* and applicable health service directives. Operating within the complexity of a public health setting, the Finance Department plays a critical role in supporting executive decision-making and the long-term financial sustainability of the health service, while upholding the accountability and transparency standards expected of a Victorian public entity.

ROLE PURPOSE

The Team Leader, Patient Liaison sits in the Finance Operations team within the Finance Department. The position provides operational leadership to the Patient Liaison team and RCH Cashier, driving revenue capture and collection across private, compensable, and Medicare Ineligible patients. The role oversees end-to-end billing processes for Medicare Ineligible patients, ensures accurate funding classification, and is accountable for meeting billing and collection key performance indicators. As a customer-focused leader, the role champions continuous improvement by embracing change and technology to find smarter ways of working, while empowering the team to deliver exceptional service to patients, families, carers, and staff.

KEY ACCOUNTABILITIES

Customer Service/ Stakeholder Management

- Ensure the team effectively communicates and educates patients and families regarding the use of private health insurance
- Active involvement of financial activities associated with MBS and public clinics relating to Medicare ineligible patients
- Engagement with relevant staff across to hospital to address operational revenue-related matters
- Actively participate in department/clinic team meetings and huddles

Administration

- Oversee and guide the team in the identification of Medicare ineligible patients for immediate assessment of debt liability and facilitating payment arrangements
- Supervise the approach to Medicare ineligible patients, ensuring billing and collections are undertaken within expected timelines, ensuring full upfront payment in the absence of full insurance and ensure payment plans are strictly adhered to
- Utilise and support communication systems, including timely and accurate review of information impacting team operations and understanding of business requirements
- Acting as coverage for key functions during periods of absence of members within the team

Quality

- Lead processes to ensure effective communication to ineligible patients, relatives or guardians in relation to obtaining informed financial consent
- Lead the continued development of best practice for the effective administration of private, compensable and ineligible patients for both inpatients and outpatients
- Ensure the team maintains data integrity for all chargeable admissions, conducting regular checks and audits
- Perform reconciliations of all private and compensable activity, including non-converted activity

Leadership/ Strategy

- Develop guidelines for strategic revenue maximisation from chargeable patient activity

- Develop procedures to ensure effective communication to patients, relatives or guardians in relation to their rights and responsibilities under the RCH Private Patients procedure ensuring that the relevant parties are fully informed on electing to use their Private Health Insurance
- Champion a culture of continuous improvement within the patient liaison team, proactively leveraging technology and innovative approaches to enhance service delivery, optimise workflows, and support broader organisational improvement goals
- Report on key performance indicators associated with the patient liaison team periodically

Team Work & People Management

- Direct supervision of the day-to-day operations of the team, ensuring efficient workflows and adherence to operational procedures
- Drive the education of key internal stakeholders regarding the business requirement for departments/ clinics
- Provide immediate operational guidance, support, and coaching to the Patient Liaison team, fostering a collaborative and high-performing environment
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and team work

QUALIFICATIONS AND EXPERIENCE

Essential

- Minimum of 7-8 years of experience in a patient liaison function
- Proven leadership experience in a team environment and ability to work well as a senior team member
- High degree of computer literacy, including a solid understanding of Microsoft Office products, including proficiency in Excel, Word and Outlook and capacity to quickly learn new financial software systems

Desirable

- Experience with digital health systems
- An understanding of the healthcare sector

KEY SELECTION CRITERIA

- Facilitate a strong customer service culture with the demonstrated ability to build and maintain key working relationships across the organisation and ensuring a high level of service to customers
- Demonstrated knowledge and experience in dealing with private health funds, Medicare and Medicare ineligible patients, with an ability to navigate the complex rules to implement robust processes
- A detailed understanding of health funding models and the funding implications of private v public patients
- Strong customer service with a demonstrated ability to build and maintain key working relationships across the organisation and ensuring a high level of service to customers
- A growth mindset with a demonstrated commitment to continuous improvement, including the proactive adoption of technology and a persistent curiosity to find better ways of doing things.
- Excellent documentation skills with meticulous attention to detail and a strong focus on data integrity
- Demonstrated ability to provide effective day-to-day operational supervision, guidance, and support to a team
- Structured approach to tasks, organises and prioritises work and meets deadlines
- Possess, demonstrate, and apply effective communication and interpersonal skills

- Flexible approach to work demands – balancing sometimes competing and conflicting priorities
- Ability to work and contribute to a team setting as well as building strong relationships with stakeholders

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

June 2026