

Position Description

Position title:	Revenue Officer
Department:	Corporate Finance
Classification:	Admin Officer Grade 2 Level 1 – 5 (AO21 – AO25)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Reporting to:	Manager, Revenue Operations

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About the department/unit

The Finance department brings a commercial perspective to business decision making and supports the Royal Women's business performance by providing the appropriate financial and business information and advice, as well as driving the organisation's business risk management program.

The Revenue Operations team, within the Finance department, is responsible for the accurate collection and identification of patient classifications and the subsequent billing, sundry debtor billing, debtor follow up and reconciliation of this activity across the Royal Women's Hospital. The team works cohesively to ensure a professional patient/client experience through the various revenue pathways utilising up to date data and processes whilst always being open to identify opportunities for improvement.

Position purpose

The Revenue Officer is a valuable member of the Revenue Operations Team. They will play a vital role in the daily activities undertaken within the department and be able to provide support and assistance in all aspects of the Revenue Cycle framework. The Revenue Officer will comfortably assist in daily tasks as well as provide insight into opportunities for process improvement through experience and knowledge sharing.

Key responsibilities

As a Revenue Officer you will work across the entire revenue cycle, duties include:

- Liaising with patients regarding eligibility for services, billing and payment queries;
- Completing eligibility checks with private health insurance companies;
- Liaising with sundry debtors
- Generating invoices across multiple billing systems;
- Debt follow up for both patient and sundry debtors;
- Completing timely receipting of cash takings into billing and financial systems;
- Balance end of day takings against transactional reports, in accordance with the Women's financial policy framework.;
- Compilation of data and reports in preparation for, and over month end and end of financial year
- Assisting with audits;
- Provide assistance and support to the Team Leader, Revenue Operations and Manager Revenue Operations, taking on other departmental duties as directed;

Communication and teamwork

- Working collaboratively with other team members, sharing knowledge and adapting to varying workloads
- Contributing to a positive and cohesive workplace culture, resolving issues constructively
- Providing a high level of customer service to patients and their families, colleagues, medical staff and ancillary staff
- Communicating respectfully and effectively with patients and their families from diverse backgrounds

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

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Experience/qualifications

Essential:

- Exceptional customer service skills with an ability to relate to all stakeholders internally and externally.
- Previous experience in administrative duties (previous billing/debtor management experience advantageous)
- Computer literacy and proficiency
- Strong attention to detail
- The ability to communicate effectively and build rapport with people from diverse cultures and backgrounds

Attributes:

- Embodies the Women's values of courage, passion, discovery and respect;
- "Can do" attitude and flexible approach;
- Well-developed interpersonal skills;
- Ability to balance competing and conflicting priorities;
- Time management and prioritising;
- Professional demeanour; and
- Embrace change, with a view to learn.

Organisational relationships

Internal relationships

- Chief Financial Officer;
- Director of Finance
- Manager, Revenue Operations;
- Revenue Team Leader
- Finance Staff;
- Clinic and Executive Directors;
- Hospital Access manager;
- Head(s) of unit and Midwife and Nurse Unit Managers;
- Medical staff;
- Nursing staff;
- Clerical staff involved with the admission and/or patient records; and
- Patients, their families and/or their advocates.

External relationships

- Health Funds;
- Debt collection agencies;
- Various State Government Departments and Agencies (e.g. Department of Health, TAC);
- Medicare;
- Statewide peer networks.

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

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Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	N/A
Sitting – remaining in a seated position to complete tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward/forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	N/A
Squatting/crouching – adopting these postures to complete tasks	N/A
Leg/foot movement to operate equipment	N/A
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	N/A
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Rare
– heavy push / pull forces over 20 kg	N/A
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	N/A
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Frequent
– Gripping, holding, twisting, clasping with fingers/hands	Frequent
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Frequent
Hearing – use of hearing is an integral part of work performance	Frequent
Touch – use of touch is integral to most tasks completed each shift	Frequent
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	N/A
Problem solving issues associated with clinical and non-clinical care	Frequent
Working with distressed people and families	Rare
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare
Definitions used to quantify frequency of tasks/demands as above	
Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).

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- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

Vaccination requirements

As this role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: 19/03/2026

Developed by: Team Leader, Revenue Operations

Date of next review: 12 months from development

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