# Position Description

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| **Position title:** | Patient Liaison Officer |
| **Department:** | Finance |
| **Classification:** | Administration Officer Grade 3 Level 1 – 5 (AO31 – AO35) |
| **Agreement:** | Health and Allied Services, Managers and Administrative Worker (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027 |
| **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:




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.

## 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 Patient Liaison Officer is responsible for maximising private patient revenue through the provision of informed financial consent, patient billing and funding advice, and the accurate administration of private patient accounts. The role works collaboratively with patients, clinicians and external stakeholders to ensure compliance with legislative and organisational requirements while supporting an exceptional patient experience. The position contributes to the financial sustainability of the organisation through effective revenue management, education and continuous improvement activities.

## Key responsibilities

- Lead the Revenue Operations team to identify private, compensable and ineligible patients ensuring Informed financial consent provided.
- Providing support to medical, nursing, clerical and billing staff to ensure that private patient opportunities are maximised.
- Overseeing the securing of payments, negotiating payment plan arrangements and preparing financial hardship applications.
- Administering the processes surrounding private maternity, ESWL gynaecology private and Medicare ineligible patients to ensure informed financial consent is provided.
- Administrative tasks including updating data bases, running audit reports and eligibility checks.
- Liaising with private health insurance funds with regard to medical billing.
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach at all times.
- Facilitating training and education sessions for clinical and administrative staff to promote awareness around chargeable patients.
- Responsibility for all inpatient billing in relation to chargeable patients.
- Management of debt collection process of patient billing portfolio.
- Assist patient billing and AR with other day-to-day operational requirements.
- Other duties, as required.

## Communication and teamwork

- Demonstrated ability to communicate effectively and professionally with patients, families, clinicians, health fund representatives and external stakeholders.
- Strong interpersonal skills, with the ability to build positive working relationships across multidisciplinary teams.
- Ability to explain complex billing, eligibility and funding arrangements in a clear and sensitive manner.
- Proven ability to manage challenging conversations, including discussions relating to outstanding accounts, financial hardship and patient concerns.
- Demonstrated ability to work collaboratively within a small team environment while contributing to broader departmental objectives.
- Ability to provide education, guidance and support to clinical and administrative staff regarding private patient processes and revenue opportunities.
- Well-developed written communication skills, including accurate documentation, correspondence and reporting.

## 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

### Experience/qualifications/attributes

### Essential:

- Experience in the public health sector.
- Demonstrated understanding of private patient and Medicare ineligible issues in a public hospital setting.
- Knowledge of National Health Reform Agreement and the Health Insurance Act and their application to private/ineligible patients in a public hospital.
- Knowledge of hospital patient accounts processes, including experience in billing for medical services.
- Highly developed customer service skills
- Proficiency in the use of iPM, PBRC or similar patient administration and medical billing systems.

### Desirable:

- Experience providing education, coaching or guidance to clinical and administrative staff.
- Experience contributing to projects, change initiatives or business improvement activities.
- Experience analysing billing, activity or revenue data to identify trends and improvement opportunities.

## Organisational relationships

### Internal relationships

- Chief Financial Officer
- Director, Finance
- Manager, Revenue Operations
- Process Lead, Revenue Operations
- Revenue Operations Team
- Legal Counsel
- Medical staff
- Nursing staff
- Clerical staff involved with the admission and/or patient records

### External relationships

- Health Funds
- Medicare
- Debt collection agencies
- Counterparts at other hospitals
- Patients and their families/advocates
- Government Departments (e.g. Department of Health, TAC etc.)
- Accounts Receivable Debtors
- Internal and External Auditors

## 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.

| Physical demands | Frequency |
|---|---|
| **Shift work** – rotation of shifts – day, afternoon and night | N/A |
| **Sitting** – remaining in a seated position to complete tasks | Prolonged/constant |
| **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 | N/A |
| **Lifting/carrying** – light lifting and carrying less than 5 kilos | Rare |
| – Moderate lifting and carrying 5 – 10 kilos | N/A |
| – 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 | N/A |
| – 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) | Rare |
| **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. | N/A |
| **Sensory demands** | **Frequency** |
| **Sight** – use of sight is integral to most tasks completed each shift | Prolonged/constant |
| **Hearing** – use of hearing is an integral part of work performance | Frequent |
| **Touch** – use of touch is integral to most tasks completed each shift | Prolonged/constant |
| **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** | Occasional |
| **Dealing with aggressive and uncooperative people** | Occasional |
| **Dealing with unpredictable behaviour** | Rare |
| **Job demands** – high workload, tight deadlines, and competing priorities | Occasional |
| **Exposure to traumatic or distressing content or situations –** including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events. | Rare |
| **Role specific considerations**<br>Support is available for staff exposed to psychological risks.<br>Any adjustments that may be required can be discussed with your manager. | |

## 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).
- 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.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

## Vaccination requirements

As this role has limited 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), chicken pox and MMR (measles, mumps, rubella).

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.**

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**Developed date:** 02/11/2026

**Developed by:** Manager, Revenue Operations

**Date of next review:** November 2027

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