

Position Description

Position title:	Manager Revenue Operations
Department:	Finance
Classification:	AO99
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2020-2024
Reporting to:	Director Finance

About us

Located in Melbourne on the traditional lands of the Wurundjeri and Boonwurrung people, 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

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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.

Position purpose

The Manager Revenue Operations is responsible to the Director, Finance and is charged with the effective administration and continuous improvement of accounts receivable, patient billing, cash management and private patient initiatives at the Royal Women's Hospital.

Key responsibilities

Leadership and people management

- Provide exceptional people and operational leadership by ensuring staff are well-trained, systems are effectively utilised, and activities are completed in a timely and efficient manner.
- Oversee all accounts receivable, patient billing, cash management, and private practice functions and processes at the Royal Women's Hospital.
- Drive the timely collection of debtor and patient accounts in line with hospital policies and procedures.
- Support the revenue operations team in managing overdue accounts, escalating matters through the appropriate internal channels in accordance with delegations.
- Act as a change champion within the revenue operations team, leading continuous improvement initiatives across all stages of the billing cycle.
- Assess the viability of new Private Patient initiatives and review existing initiatives, including annual patient fees. This includes developing financial models, preparing business cases, and providing briefings to the Chief Financial Officer, Director Finance, and the Executive.
- Manage private practice arrangements across the hospital, including preparing and reviewing private practice agreements for medical staff.
- Prepare briefings and correspondence relating to Private Patient initiatives, including responses to external queries from patients and the Private Health Insurance Ombudsman, for review by Legal Counsel and/or senior management.
- Establish, implement, and maintain processes to identify private, compensable, and ineligible patients prior to or at admission, and at clinic attendance, ensuring accurate assessment of Medicare and private health insurance eligibility.
- Deliver education sessions and regular discussions with staff and clinicians to ensure the Private Patient Initiative Policy and Medicare ineligible patient processes are understood, consistently applied, and patient-centred.
- Review and update policies, procedures and corporate documentation (including brochures, information sheets and pre-admission material) necessary to support revenue operations functions at the Royal Women's Hospital (i.e. Accounts receivable, patient billing, cash management and private practice); and
- Other duties, as required.

Innovation and improvement

- Establish an action plan for self and others to complete work efficiently and on time by setting priorities, establishing timelines and ensuring staffing levels and skill mix are maintained across the continuum.

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- Project manage and implement new private patient initiatives;
- Establish and maintain processes to ensure that publicly admitted patients, who have been identified as having private health insurance, are met in a timely manner and that patient queries relating to private patient initiatives are answered;
- Establish processes that facilitate the billing of private, compensable and ineligible patient arrangements with the major Health Funds and Medicare to maximise patient billing and to assist patients with claims processing;

Quality and safety

- Cooperate with the RWH Quality and Safety team on various quality improvement activities. Make operational decisions by securing relevant data to identify key issues and trends that impact patient care and day to day operational outcomes.
- Address the concerns and complaints of women, their families, team members and other hospital departments to ensure that the quality of the service improves; hold yourself and others accountable for providing a positive patient experience; use appropriate techniques to resolve difficult patient situations and regain their confidence.
- Contribute and commit to a culture that promotes gender equity, respect and a safe working environment and have an understanding of violence against women and family violence issues.
- Liaise with health funds and clinical and clerical staff to advocate for and support chargeable patients in complex health and financial situations.
- Has full understanding of Emergency Procedures and Colour codes, maintaining safe environment, ensuring appropriate procedures will be performed.

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position listed above. 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

The Manager Revenue Operations will demonstrate high-level expertise, knowledge, and understanding of legislative and financial frameworks, including requirements associated with revenue management in a State Government agency, as well as Private and Medicare-ineligible patients in a public hospital context. They will bring strong interpersonal skills, with a commitment to ensuring that the patient remains central to all aspects of service delivery. The role also requires the ability to identify and develop new revenue streams through the scoping, project management, and successful implementation of private practice initiatives.

The role of Manager Revenue Operations plays a key part in the Finance Leadership team, building strong relationships across the team and organisation and driving process improvement.

Experience/qualifications/competencies

- Formal qualifications in a business-related discipline.
- ACA or CPA accreditation is desirable, though not essential.
- Minimum five years' experience working within a Revenue team, within a large complex organisation, preferably within the Victoria public health sector.
- Proven knowledge, experience, and passion for delivering people-focused change.
- Strong expertise in hospital patient accounts and debtor management processes.

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Essential:

- Strong understanding of private and non-eligible patients in a public hospital setting
- Demonstrated knowledge of the National Health Reform Agreement and the Health Insurance Act and their application to private patients in a public hospital.
- Project and change management experience.
- Demonstrated influencing and advocacy skills

Attributes:

- Able to develop and maintain beneficial relationships with stakeholders at all levels.
- Ability to identify process improvement opportunities and drive the required change.
- Capability to work collaboratively as part of a team, as well as provide effective leadership.
- Enthusiastic and committed. Proactive self-starter.
- Ability to think laterally and develop practical solutions to complex issues.
- Commitment to creating a culture of inclusivity, fostering a workplace where all staff feel welcome, valued, and respected.

Organisational relationships

Internal relationships

- Chief Financial Officer
- Director Finance
- Finance team
- Clinical and Executive Directors
- Clerical staff in relation to admission and outpatient records
- Patients, their families and/or their advocates.

External relationships

- Health funds
- Department of Health and Hospitals Victoria
- Medicare
- State-wide peers

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	Frequency
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

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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	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	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	N/A
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	N/A
Dealing with aggressive and uncooperative people	N/A
Dealing with unpredictable behaviour	N/A
Exposure to distressing situations	N/A

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 national Police Check.
- 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.

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Vaccination requirements

COVID-19 vaccination

All employees are required to provide evidence of being fully vaccinated for COVID-19, or provide evidence from a medical practitioner certifying that an exception applies related to a contraindication to the administration of the COVID-19 vaccination.

Influenza and other vaccination and screening

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.

As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against influenza. There are no additional vaccination requirements.

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: September 2025

Developed by: Director Finance

Date of next review: (12 months from now)

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