

Position Description

Position title:	Revenue Process Lead
Department:	Revenue Operations - Finance
Classification:	Administration Officer Grade 5 Level 1 – 5 (AO51 – AO55)
Agreement:	Health and Allied Services, Manager and Administrative Workers (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:



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 Process Lead provides specialised leadership in the development, implementation and continuous improvement of revenue processes and chargeable patient initiatives across the Royal Women's Hospital. The role ensures compliance with relevant legislative and funding frameworks, leads revenue improvement projects, and supports informed decision-making through analysis, reporting and stakeholder engagement. As a senior member of the Revenue Operations team, the position contributes to operational leadership, supports organisational change and provides staffing backfill to maintain service continuity.

Key responsibilities

- Act as a subject matter expert for revenue systems, maintaining a strong understanding of system functionality, integrations, business rules and data structures.
- Lead the ongoing enhancement and optimisation of revenue-related systems, workflows and digital solutions to improve operational efficiency, data quality and revenue outcomes.
- Work with the Revenue Operations Manager to establish the viability of any new billable/patient revenue initiatives and provide accurate data and reporting to review existing initiatives. This will include assisting with financial modelling and providing input for briefings.
- Design, develop and maintain dashboards, reports and performance metrics that support operational decision-making, revenue optimisation and compliance monitoring.
- Proactively identify opportunities for new reporting, analytics and business intelligence solutions that provide actionable insights and drive continuous improvement.
- Actively keep informed and up to date on any changes to the National Health Reform Agreement, Health Insurance Act, Medicare assignment of benefits and any other relevant legislation that may impact on the current processes undertaken at the Royal Women's hospital. Any areas of concern or potential untapped opportunity relating to guideline compliance should be flagged. Communicate this information via the Finance Department reporting structure.
- Ongoing review of existing hospital wide processes and procedures relating to chargeable patients to ensure compliance with legislative framework.
- Identify new practices and procedures for chargeable patients and support their implementation.
- Liaise with internal and external auditors, supporting comprehensive reviews, preparing required data, and implementing corrective actions as necessary.
- Collaborate closely with the Manager, Revenue Operations to enhance processes, workflows, and overall team performance.
- Cooperate with the Women's Quality and Safety team on various quality improvement activities and implement changes to processes where required to meet the standards.
- Represent the Women's at state-wide and national level by attending HFMA Revenue Forums as delegated by the Revenue Operations Manager, to gain contemporary insights and best practice.
- Support backfill of Revenue Operations Manager and other revenue staff during periods of leave.

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Communication and teamwork

- Assist in presenting to internal forums for education on revenue for the organization.
- Build and maintain strong, effective relationships within a complex hospital environment.

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

Essential:

- Demonstrated knowledge of the National Health Reform Agreement and the Health Insurance Act and their application to public hospitals.
- Strong understanding of private, compensable and non-eligible patients in a public hospital setting.
- Technical knowledge of Medicare assignment of benefits, simplified billing and MBS billing rules.
- Project and change management experience.
- Demonstrated influencing and advocacy skills.
- Experience within a comparable health service Revenue/Finance team.
- Ability to manage incoming work with competing priorities and meet deadlines.
- Ability to build productive working relationships with internal and external stakeholders and professionally represent the Women's.
- Ability to identify and propose effective solutions to problems through proactively seeking information needed to resolve work problems.
- Strong analytical and problem-solving skills.
- Highly developed interpersonal and influencing skills, including customer service and stakeholder relationship management.
- Flexible, team-oriented approach to daily work.
- Strong attention to detail.
- The ability to communicate effectively and build rapport with people from diverse cultures and backgrounds.
- Proficiency in the use of iPM, PBRC or equivalent medical billing systems.

Desirable:

- Previous experience in the development of reporting dashboards.
- Demonstrated experience and knowledge in accounts receivable and debt collection procedures and processes.
- Experience with implementing process improvement and undertaking environmental scans, benchmarking and research to inform "best practice" initiatives.
- Ability to develop efficient and effective procedures consistent with standard accounting practices.

Attributes:

- Embodies the Women's values of courage, passion, discovery and respect;
- "Can do" attitude and flexible approach;

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- 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
- Finance Manager
- Revenue Operations Manager
- Revenue Operations Team
- Finance Staff
- Clinic and Executive Directors
- Hospital Access Manager
- Health Information Manager
- Head(s) of unit and Midwife and Nurse Unit Managers
- Medical staff
- Nursing staff
- Clerical staff involved with outpatient, admission and/or patient 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	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

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– 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 Support is available for staff exposed to psychological risks. Any adjustments that may be required can be discussed with your manager.	
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).
- 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.

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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.

Developed date: 21/10/2026

Developed by: Manager, Revenue Operations

Date of next review: October 2027

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