

Position Title: Senior Private Billing Officer

Campus: All
Directorate: Corporate Services
Department: Finance
Reporting to: **Manager- Private Billing**
Direct Reports: NIL

Appointment Terms/Conditions:

Classification and Code: Admin Grade 2 (HS2)

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Senior Billing Officer – will co-ordinate the operation and management of the Private Billing functions, whilst also ensuring compliance with all relevant Accounting and Department obligations. The role will contribute to the implementation of ongoing change and reform programs to improve financial management and reporting systems.

The position reports to the Manager-Private Billing and purpose of this role is to successfully deliver financial outcomes in an accurate and timely manner, through the provision of competent financial analysis whilst complying with organisational policies and procedures and legislative requirements.

KEY ACCOUNTABILITIES

- Reconciliations, End of Month processing, Journals, KPI Reports, Internal Audits and other financial tasks as required.
- Maintain compliance with relevant legislation, Medicare requirements, privacy obligations, Department of Health expectations, and organisational policies.
- Conduct regular audits of billing activities to identify revenue leakage, compliance risks, and opportunities for improvement.
- Recommend corrective actions and support the implementation of process changes where required.
- Maintain accurate records and audit trails for billing activity, decisions, and follow-up actions.
- Provide day-to-day guidance, mentoring, and training to Billing Officers.
- Assist with onboarding and competency development of new team members.
- Act as a first point of escalation for operational issues and complex billing queries.
- Support workload coordination, service continuity, and best practice billing standards.
- Prepare revenue, billing, debt, and operational reports as required.
- Monitor billing performance indicators and identify trends impacting revenue outcomes.
- Assist with data analysis and recommendations for service improvement.
- Support revenue optimisation initiatives and reporting requirements across the organisation.
- Liaise with clinical staff, administration teams, health funds, TAC, WorkCover insurers, Medicare, and external agencies.
- Maintain positive working relationships with internal and external stakeholders.
- Participate in projects related to billing systems, regulatory changes, and service improvements.
- Develop and review procedures, work instructions, and training materials.
- Contribute to the standardisation of billing processes across multiple sites.
- Support implementation of system enhancements and new billing requirements.
- Ensuring timely processing and issuing of inpatient and outpatient invoices for the Acute and Sub Acute services;
- Coordination of billing staff to ensure appropriate billing and debt management processes in relation Patients, Health Funds, Work cover, TAC;
- Maintenance of all debtor files in the patient accounting systems;
- Maintain a detailed knowledge of Private Health Insurance cover and review policies and procedures when needed to;
- Compliance with relevant legislation in relation to private health insurance and Medicare Benefits System;
- Maintain updated files of inpatient fees and charges as determined by relevant legislation and private health funds
- Calculation and production of diagnostic monthly payments;
- Assist with general ledger reconciliations for key balance sheet accounts;
- Perform general ledger accounting and month end close processes on time ensuring integrity and accuracy of financial information. Review process and identify opportunities for automation, modelling and enhanced spreadsheets;
- Liaising with patients in relation to quotes and other general patient queries;
- Monitoring and follow up of debtor accounts including debt write off recommendations, submission to collection agency, establishment of payment schedules;
- Liaise with doctors and admission clerks to ensure that Grampians Health's Private Practice policy is adhered to.

- Liaise with Pathology and Radiology to maximise revenue associated with private and compensable patients and ensure that Grampians Health does not incur any costs which could be offset.
- Establish and maintain excellent relationships with all stakeholders (including patients; insurance groups, TAC; WorkSafe; Doctors; colleagues)
- Raise all patient accounts as directed in terms of the Grampians Health Revenue Services billing framework.
- Liaise with external debt collector in order to be able to report statistical data and analysis in connection with debt collection as required.
- Participate in the Business Unit's projects and initiatives as directed.
- Provide statistical data and analysis as required.
- Provide an in-depth analysis of monthly billing – status, aging, statistics etc
- Change management including process improvement towards best practice;
- Education of staff in the use of financial tools and systems.
- All other relevant tasks that may be set by the Finance management team

KEY SELECTION CRITERIA

Essential:

- Demonstrated experience and expertise in the delivery of revenue services within a complex organization
- Excellent organizational skills and the ability to meet competing deadlines
- Demonstrated ability to work independently and in a team environment
- High level interpersonal and communication skills
- Previous experience in Private Billing operations;
- Advanced skills in Microsoft Excel;
- Ability to work independently and within a team environment;
- Analysis and problems solving skills;
- Excellent leadership and interpersonal skills including demonstrated experience in people management and the capacity to lead change;
- Strong communication and negotiation skills;

Desirable

- Knowledge of Medicare, Private Health insurance and other funder requirements and processes
- Experience in data manipulation and statistical analysis of large, complex datasets.
- Health industry experience with patient billing systems.
- Knowledge of patient billing, health fund contracts and member eligibility criteria

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for

continuous improvement in your workplace through communication and consultation with managers and colleague.

- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.