


POSITION DESCRIPTION

Manager Patient Billing Services



PATIENT AND FAMILY CENTRED CARE
OUR PATIENTS | OUR PEOPLE | OUR CULTURE

Our CORE values
Collaboration
Openness
Respect
Empowerment

Sydney Local Health District's vision is *"to achieve excellence in health and healthcare for all"*

Local Health District	Sydney Local Health District
Position Classification	<i>Health Service Manager Level 2</i>
State Award	<i>Health Service Manager</i>
Facility	
Position Number	<i>(Staff Establishment Number)</i>
Cost Centre Number	
Vaccination Category	<i>Category B</i>
Employment Screening	<i>Does this position require a National Police Check (NPC), Working with Children Check (WWCC) or Aged Care Check</i>

Sydney Local Health District's vision incorporates NSW Health Core Values and a commitment to equity, health improvement, timeliness and efficiency, recognising that evidence-based service delivery requires highly skilled and valued staff supported by research, education and state-of-the-art technologies.

Our strategic priority under this vision is our commitment to excellence in Patient and Family Centred Care. Staff are supported to ensure patients, their families and carers are considered as partners in care to achieve optimal patient outcomes and best possible healthcare experience.

PRIMARY PURPOSE

The Manager Patient Billing Services leads the coordination of billing workflows between Sydney Local Health District (SLHD) and HealthShare NSW, ensuring timely and accurate revenue collection. The role actively collaborates with stakeholders to develop and promote best practice patient billing workflow processes across SLHD.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

KEY ACCOUNTABILITIES

- Act as the primary point of contact for the escalation of all patient billing related inquiries from facilities and HealthShare NSW.
- Ensure billing practices align with all applicable regulatory frameworks, including Ministry of Health and Local Health District (LHD) policies and procedures, the National Health Reform Agreement, the Medicare Benefits Schedule, and other relevant legislation and guidelines.
- Coordinate the day-to-day resolution of billing requests between HealthShare NSW and SLHD, including troubleshooting billing issues and ensuring timely resolution of billing errors and data completion.
- Lead stakeholder engagement to optimise patient billing workflows, including identification and implementation of best practice process improvements across SLHD.
- Coordinate clinician onboarding and revenue collections, including timely completion of required forms, configuring system access, revenue report reviews, and conducting ongoing performance monitoring.
- Coordinate training to clinicians, frontline staff and facility management on appropriate patient billing workflow processes, systems and corrective actions for timely revenue collection.
- Assist in Medicare compliance audit responses and monitor medical billing claims submitted by clinicians. Implement safeguards through regular audits, investigations, and risk assessments to ensure billing integrity.
- Develop and monitor key performance indicators to support best practice billing services and to report on performance, including escalation of any issues affecting revenue performance, to senior management.
- Lead quality improvement activities and processes for billing services in collaboration with stakeholders, and coordinate training to ensure staff competency and embed best practices across SLHD.
- Assist with month-end and year-end revenue reporting obligations and processes, including responding to internal and external audit requirements.
- Assess risks and system failures and manage controls to protect LHDs revenue and ensure the accuracy and reliability of the financial information within the areas of responsibility.
- Contribute to allocated projects and initiatives aligned with organisational priorities, applying expertise to support innovation and continuous improvement across the revenue cycle.

SELECTION CRITERIA

1. Tertiary qualifications in health administration, finance, business, or a related field and/or extensive relevant work experience
2. Proven high-level interpersonal and communication skills, including the ability to negotiate, influence, and build effective relationships with internal and external stakeholders to achieve organisational objectives. Demonstrated capacity to produce clear, professional written documentation tailored to diverse audiences.
3. Demonstrated experience in leading and motivating teams to achieve performance targets in a high-volume billing setting, fostering a culture of accuracy, accountability, and exceptional customer service.
4. Proven ability to review, develop and implement robust and sustainable billing process workflows to drive efficient and effective performance outcomes.
5. Advanced analytical skills with a track record of interpreting complex billing data, identifying trends, and implementing proactive solutions to resolve discrepancies and optimise operational efficiency.
6. Demonstrated understanding of relevant legislation, standards, policies, and procedures relating to revenue generation within NSW Health, with the ability to apply these effectively to billing workflows and compliance practices.

7. Demonstrated experience using patient billing systems and financial systems to support accurate and timely revenue capture, with the ability to troubleshoot billing issues and apply system functionality in line with NSW Health policies.
8. Advanced proficiency in Microsoft Office applications, particularly Excel and Word, to analyse data, prepare reports, and support operational decision-making.

KEY CHALLENGES

- Managing competing tasks in a changing environment to develop, embed and communicate effective work processes across the SLHD.
- Modernise patient billing workflows across SLHD to support revenue performance and operational efficiency.
- Strengthen stakeholder collaboration to co-design integrated billing and operational solutions that meet SLHD and HealthShare NSW requirements.

KEY RELATIONSHIPS

Who	Why
Internal Relationships	
1. District Revenue Manager	To report on day-to-day activity and escalation of issues
2. Revenue Initiatives Manager	To provide advice in relation to revenue impacts and opportunities revenue process improvements
3. Facility staff, management and Executive, District staff, Clinicians	For timely coordination of revenue activities and to resolve issues affecting the raising and collection of patient revenue.

Who	Why
External Relationships	
1. HealthShare NSW	For timely coordination of billing workflows and to raise opportunities for process improvement.
2. Health funds, Medicare, insurers, and third-party agencies	For timely settlement of accounts and matters relating to collection of patient revenue

Staffing/Responsible for	
Direct Reports	Billing Liaison Officers
Indirect Reports	Nil

Financial Delegation	
As per Delegation Manual	Nil
Other	Nil

OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures at both SLHD and NSW Health.

Consistent with this all employees (both clinical and non-clinical) are:

1. Expected to model the NSW Health Core Values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace to the extent of the delegated authority for the role, as per Work Health Safety policy.
3. Required to support and contribute to the Patient and Family Centred Care approach to healthcare delivery.

WORK HEALTH AND SAFETY ROLE SPECIFIC RESPONSIBILITIES

The purpose of this form is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbents, or future incumbents, Work, Health and Safety responsibilities peculiar to the position.

This form is to be completed in consultation with the manager/supervisor of the position being recruited to.

JOB DEMANDS FREQUENCY KEY

I = Infrequent	Intermittent activity, exists for short time on a very infrequent basis
O = Occasional	Activity exists up to 1/3 of the time when performing the job
F = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant	Activity exists for more than 2/3 of the time when performing the job
R = Repetitive	Activity involves repetitive movements
N = Not Applicable	Activity is not required to perform the job

Physical Demands	
Respirator use – wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials	F
Sitting - remaining in a seated position to perform tasks	F
Standing - remaining standing without moving about to perform tasks	F
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	N
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	O
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	O
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	I
Kneeling - remaining in a kneeling posture to perform tasks	I
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	I
Leg / Foot Movement - Use of leg and / or foot to operate machinery	O
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	O
Lifting / Carrying - Light lifting and carrying (0 - 9 kg)	N
Lifting / Carrying - Moderate lifting and carrying (10 - 15 kg)	N
Lifting / Carrying - Heavy lifting and carrying (16kg and above)	O
Reaching - Arms fully extended forward or raised above shoulder	O
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	O
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	F
Hand & Arm Movements - Repetitive movements of hands and arms	O
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	N
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	I
Driving - Operating any motor powered vehicle	F

Sensory Demands	
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	C
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	C
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	N
Taste - Use of taste is an integral part of work performance e.g. Food preparation	N
Touch - Use of touch is an integral part of work performance	I

Psychosocial Demands	
Distressed People - e.g. Emergency or grief situations	O
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	N
Unpredictable People - e.g. Dementia, mental illness, head injuries	N
Restraining - involvement in physical containment of patients / clients	N
Exposure to Distressing Situations - e.g. Child abuse, viewing dead /mutilated bodies	N

Environmental Demands	
Dust - Exposure to atmospheric dust	N
Gases - Working with explosive or flammable gases requiring precautionary measures	N
Fumes - Exposure to noxious or toxic fumes	N
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	N
Hazardous substances - e.g. Dry chemicals, glues	N
Noise - Environmental / background noise necessitates people raise their voice to be heard	N
Inadequate Lighting - Risk of trips, falls or eyestrain	I
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	N
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	N
Confined Spaces - areas where only one egress (escape route) exist	N
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	I
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	I
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	N
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	N

As the incumbent of this position, I have read the Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with the policies and procedures of SLHD and can be required to work in any location under the jurisdiction of SLHD.

I have read the inherent job requirements for the position. I understand the listed physical requirements of the position and make the declaration below:

- I am not aware of any health condition/s (physical or mental) that might prevent me from performing the inherent requirements of this position
- I have a health condition that may require the employer to provide me with services or aids (adjustments) so that I can adequately perform the inherent job requirements of this position. Any adjustments I may need have been discussed with the position's manager together with Human Resources, prior to completing this health declaration

I also agree to strictly observe the District's policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment am aware that any false or misleading statements may threaten my appointment or continued employment with Sydney Local Health District.

Applicant Name _____

Position Title _____

Signature of Applicant _____ Date ____ / ____ /20 ____

Manager Name: _____ please print

Manager Signature: _____ Date: ____ / ____ /20 ____