



Health Sydney Local Health District

POSITION DESCRIPTION

Reference Number :	320383		
Recruitment Type	General Recruitment		
Position Number :			
Position Title :	SLHD Clinic Revenue Support Manager		
Cost Centre :	Cost Centre	Code	%
	L2 - SYDNEY LHN ADMINISTRATION	450002	100
Organisation unit :	Sydney Local Health District		
Location :	Camperdown		
Facility :	Administration		
Award Classification :	Health Managers (State) Award-Health Mgr Lvl 2		
Registration/ Licence Requirements :	Not Applicable		
Vaccination Category :	B		
Employment Screening Check			
National Criminal Record Check :	Yes		
Working With Children Background Check :	Yes		
Working With Aged Care Check :	No		
Responsible To :	SLHD Customer Service and Operational Revenue Manager		
Responsible For :	<ul style="list-style-type: none"> • Ongoing implementation, user education and support for standardised billing function in SLHD non-inpatient clinics • Support for inpatient billing as required 		
Purpose Of Position :	<ul style="list-style-type: none"> • Maximise revenue and efficiency opportunities in SLHD non-inpatient clinics • Centralise non-inpatient billing policies and procedures across SLHD facilities • Provide education and support for users of Patient Administration System and LHD billing system 		
	<ol style="list-style-type: none"> 1. Report to SLHD Executive on non-inpatient revenue 2. Provide first level support to staff in facilities regarding non-inpatient billing 3. Manage the development, coordination, implementation and evaluation of revenue 		

Key Accountabilities :	<p>education activities appropriate to the workplace and staff needs.</p> <p>4. Manage the implementation of appropriate assessment evaluation strategies to monitor staff progress and review learning outcomes from revenue training.</p> <p>5. Develop and deliver non-inpatient training across SLHD to maximise revenue and efficiency.</p> <p>6. Review information systems to ensure non-inpatient revenue is maximised.</p> <p>7. Liaise, consult and collaborate with key stakeholders on education needs and role development for staff across SLHD.</p> <p>8. Continuously update education knowledge; evaluate practice and engage in peer review to identify professional development needs/opportunities to improve performance.</p> <p>9. Produce high quality education materials, reports, submissions and other documents associated with the role.</p> <p>10. Maintain training records and documentation in accordance with SLHD procedures.</p> <p>11. Promote a positive image of SLHD and market its image as a progressive learning and teaching organisation.</p> <p>12. Prioritise competing work demands to achieve set goals and objectives in a timely manner.</p> <p>13. Liaise with the Centre for Workforce Development to ensure education programs are effective and are utilising appropriate tools and techniques.</p> <p>Develop innovative education and training strategies to address emerging needs.</p>
	<p><i>All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</i></p>
Challenges/Problem Solving :	<ul style="list-style-type: none"> ● While this is predominantly a support and education role, its focus is on improvements in revenue in non-inpatient clinics. Naturally there will be cross-over into other business processes and priorities may change accordingly. ● Development and ongoing management of reporting mechanisms to assist clinics control their revenue
Communication :	<p>Key Stakeholders, including:</p> <ul style="list-style-type: none"> ● SLHD Director of Finance ● SLHD Customer Service and Operational Revenue Manager ● SLHD Revenue Team ● Facility/Service Finance Directors and Managers ● Patient Registration Managers ● Clinicians ● Clinic staff (administration and clinical)
Decision Making :	<ul style="list-style-type: none"> ● System implementation prioritising ● Education and support prioritising

	<ul style="list-style-type: none"> • Methods and standards for reporting
Selection Criteria :	<p>Selection Criteria</p> <ol style="list-style-type: none"> 1. Certificate IV in Training and Assessment or willingness to undertake the same. 2. In depth knowledge of health education and revenue raising priorities. 3. Demonstrated supervisory and leadership skills including consultation, negotiation, supporting and mentoring. 4. Demonstrated analytical skills including excellent verbal and written skills; and conceptual and problem solving skills including an ability to respond creatively to issues raised. 5. Demonstrated knowledge of revenue policies, revenue business processes and revenue priorities for SLHD 6. Demonstrated advanced knowledge of Microsoft Office, SLHD Patient Administration system (Cerner) and Power Billing Revenue Collections (PBRC) system 7. Current NSW drivers licence
Staffing :	Nil
Budget :	N/A
Financial Delegation:	N/A

JOB DEMANDS CHECKLIST

Physical Demands	
	Frequency
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Infrequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Infrequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling - remaining in a kneeling posture to perform tasks	Not Applicable
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Occasional
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Infrequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Not Applicable
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Not Applicable
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Not Applicable
Hand & Arm Movements - Repetitive movements of hands and arms	Not Applicable
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Not Applicable
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving - Operating any motor powered vehicle	Occasional
Sensory Demands	
	Frequency
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Constant
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Not Applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not Applicable
Touch - Use of touch is an integral part of work performance	Constant

Psychosocial Demands	
	Frequency
Distressed People - e.g. Emergency or grief situations	Not Applicable
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Not Applicable
Unpredictable People - e.g. Dementia, mental illness, head injuries	Not Applicable
Restraining - involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Not Applicable
Environmental Demands	
	Frequency
Dust - Exposure to atmospheric dust	Not Applicable
Gases - Working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes - Exposure to noxious or toxic fumes	Not Applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not Applicable
Hazardous substances - e.g. Dry chemicals, glues	Not Applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not Applicable
Confined Spaces - areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable

As the incumbent of this position, I confirm I have read the Position Description and Job Demands Checklist, understand its content and agree to work in accordance with the requirements of the position.

Employee Name: _____

Employee Signature _____ Date: _____

Manager's Name: _____

Manager's Signature _____ Date: _____