



Restructure Consultation Paper – Billing Services / District Finance

Date – March 2026



Comments or feedback on this proposal can be submitted in writing to Allan Baker, District Manager Revenue and Billing Services.

Allan.baker@health.nsw.gov.au

Version Control

Version Number	Date (DD/MM/YYYY)	Details of Changes	Author (Name and Position Title)
1	20/03/26	n/a	Allan Baker Manager Billing Services



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1. Overview of SESLHD Billing Services Centre / District Finance

1.1 Background

South Eastern Sydney Local Health District (SESLHD) Billing Services Centre (BSC) is entering a period of organisational change arising from the statewide implementation of the Patient Billing Standardisation Program. As part of this program, staff and roles performing transactional patient billing functions previously delivered within Local Health Districts and Specialty Health Networks are transitioning to HealthShare NSW, together with associated systems, processes, and workforce responsibilities.

This transition reflects NSW Health's strategic approach to establishing a centralised, statewide shared services model for patient billing, with the objectives of improving consistency, strengthening governance, and enhancing service delivery across the health system. As the PBRC-IE system is progressively implemented and patient billing services are transferred to HealthShare NSW, SESLHD will experience changes to local operating arrangements, including adjustments to functions and workflows.

In response, SESLHD is required to review and reorganise the remaining local roles and functions to ensure ongoing clarity of accountability, continuity of support to clinical and operational teams, and effective integration with the new shared services model. This consultation document outlines the proposed organisational changes within SESLHD designed to support the transition, manage the impacts on staff, and ensure the district remains well positioned to operate effectively in the future state.

1.2 Current Organisation Structure

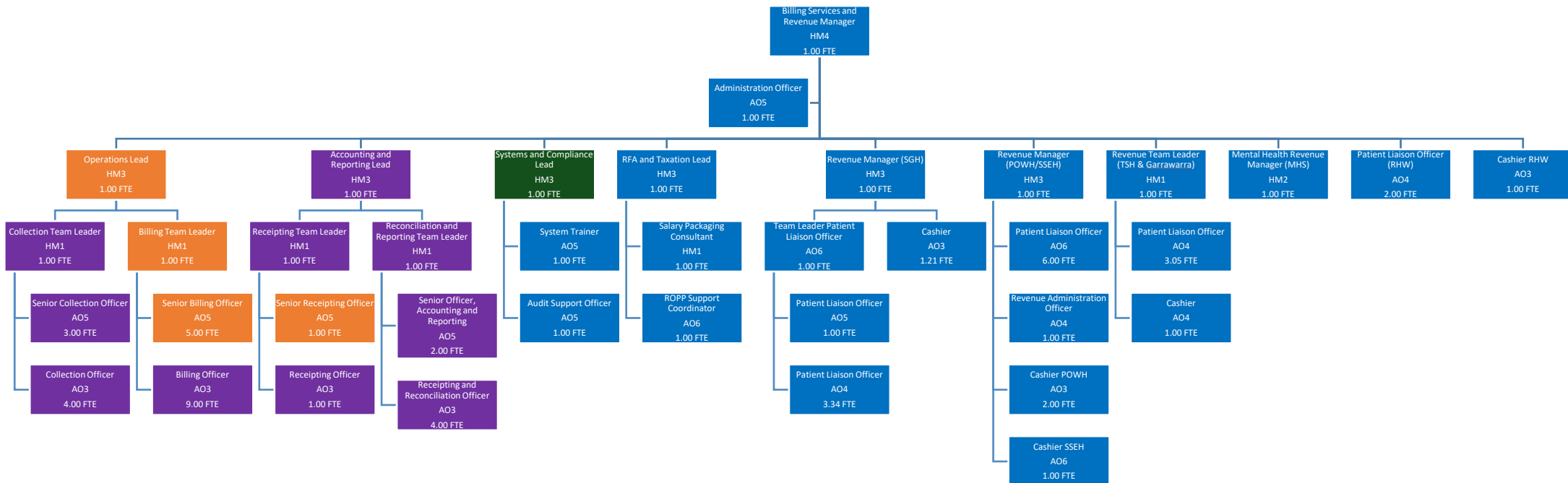
The Billing Services Centre (BSC) provides critical financial management and support services across the South Eastern Sydney Local Health District (SESLHD). The Centre is responsible for the delivery of key functions including hospital billing, receipting, debt management, and financial reporting.

In addition to these core activities, a specialised team within the BSC manages Rights of Private Practice (ROPP), Restricted Financial Assets (RFA), the Custodial Trust Fund (CTF), salary packaging, and taxation-related matters. These functions ensure compliance with relevant legislative and policy frameworks and are not proposed to be affected by this restructure.

Patient Liaison Officer and Cashier roles located across SESLHD facilities and services also report to the BSC. These roles are not in scope for the purposes of this consultation.

1.2.1 Current Organisation Chart

No Change
Transition to HealthShare
Matched to new roles in proposed structure
For further review



2 Case for Change

The requirement to establish new local roles to support the transition of patient billing functions to HealthShare NSW has been formally identified through statewide discussions between HealthShare NSW and the Health Services Union (HSU). Consistent with these arrangements, SESLHD is expected to have the necessary local capability in place in advance of the scheduled transition date of 20 April 2026, to ensure continuity of service and financial operations.

A key component of this capability is the introduction of Billing Liaison Officer (BLO) and Billing Liaison Team Leader (BLTL) roles. These roles are proposed to coordinate the timely and accurate finalisation of invoices and support the resolution of enquiries enabling revenue collection within SESLHD following the transfer of transactional billing functions to HealthShare NSW. Under the shared services model, HealthShare NSW will be responsible for invoice processing, while the resolution of billing issues requiring local clinical, operational, or patient-specific knowledge will remain a local responsibility. The primary function of the BLO role is to provide a dedicated point of coordination and issue resolution to support timely invoicing and maintain district cashflow. The primary function of the Patient Billing Liaison Team Leader role is to provide leadership and coordinated oversight of billing issue resolution, supporting timely invoicing and effective integration between SESLHD and HealthShare NSW.

Following considerable and ongoing consultation with stakeholders since late 2024, HealthShare NSW has adopted a statewide 'lift and shift' transition approach to support the transfer of identified patient billing transactional services, roles and staff to HealthShare NSW. Under this approach, affected positions and staff will transition to HealthShare NSW with the same provisions and conditions as their current roles. Until the scheduled go-live of the PBRC-IE system for the site, staff will continue working within their current operating model and perform their existing duties under a service level agreement. Prior to system implementation, staff will receive onboarding and training in the new system to support readiness for go-live.

2.1 Proposed Organisation Structure

The restructure aligns roles to the new operating model based on the tasks currently performed.

The Senior Billing Officer and Senior Receipting Officer roles have been matched to the new Billing Liaison Officer (BLO) positions because these roles currently manage complex invoicing processes, including medical officer and accommodation billing, cash and electronic revenue management, and resolution of escalated errors. They also support clinicians and administrative staff and provide guidance across district-wide revenue systems. Other roles in the team are transitioning to HealthShare, as their tasks are primarily routine and standardised, suitable for centralised processing.

The Billing Team Leader role has been matched to the new Billing Liaison Team Leader position because they currently coordinate the resolution of complex billing issues, oversee escalations, and ensure consistency across SESLHD hospitals. Other team leader roles are transitioning to HealthShare, as they focus mainly on operational and administrative tasks that will be centralised within HealthShare.

Similarly, the Operations Lead/Manager role has been aligned to the new Billing Lead/Manager position, reflecting their current oversight of escalated revenue matters, district-wide reconciliations, and local process management. The Accounting & Reporting Lead/Manager role is transitioning to HealthShare, as their work is well-suited for delivery through a centralised, statewide service model.

This alignment ensures that SESLHD retains locally informed, problem-solving functions while standardised operational tasks are transitioned to and managed efficiently through HealthShare.

3. Proposed changes to Positions

3.1 New Positions

No.	Position Title	Summary of Proposed Change	Proposed Matching
1	Billing Liaison Officer AO5	The Billing Liaison Officer supports the effective collection of Own Source Revenue (OSR) for South Eastern Sydney Local Health District by coordinating the resolution of billing enquiries and issues between HealthShare NSW and internal stakeholders, contributing to timely and accurate revenue recognition.	Incumbents of Senior Billing Officer to be matched to this role. Senior Reporting Officer (vacant) to be matched to this role
2	Billing Liaison Team Leader HM1	The Patient Billing Liaison Team Leader manages the Patient Billing Liaison team to support the efficient collection of information for SESLHD billable patient services and coordinates the resolution of billing requests from HealthShare NSW and internal stakeholders to support improved Own Source Revenue (OSR) outcomes.	Incumbent of Billing Team Leader to be matched to this role
3	Billing Liaison Manager	This position leads a team to manage SESLHD's relationship with HealthShare, ensuring accurate invoicing, cash flow, and debt recovery, while providing governance, oversight, and timely reporting of revenue-related risks across hospitals and services.	Incumbent of Operations Lead to be matched to this role

3.2 Positions transitioning to HealthShare

No.	Position Title	Summary of Proposed Change	Filled or Vacant	Incumbent affected
1	Collections Officer AO3	Position transitions to HealthShare	Filled	Yes – incumbents transition to HealthShare
2	Billing Officer AO3	Position transitions to HealthShare	Filled	Yes – incumbents transition to HealthShare
3	Receiving Officer AO3	Position transitions to HealthShare	Filled	Yes – incumbents transition to HealthShare

No.	Position Title	Summary of Proposed Change	Filled or Vacant	Incumbent affected
4	Receipting & Reconciliation Officer AO3	Position transitions to HealthShare	Filled	Yes – incumbents transition to HealthShare
5	Senior Collection Officer AO5	Position transitions to HealthShare	Filled	Yes – incumbents transition to HealthShare
6	Senior Officer, Accounting & Reporting AO5	Position transitions to HealthShare	Filled	Yes – incumbents transition to HealthShare
7	Accounting & Reporting Lead, HM3	Position transitions to HealthShare	Filled	Yes – incumbent transition to HealthShare

3.3 Position to be further reviewed in July 2026

No.	Position Title	Summary of Proposed Change	Filled or Vacant	Incumbent affected
1	Systems and Compliance Lead	Further consideration of new operating model is required before it is determined if this position will transition to HealthShare	Filled	Yes – further consultation will take place with this position holder as new operating model is embedded

4. Consultation

Development of the Proposal

Consultation on the implementation of the Patient Billing Standardisation Program has been ongoing since November 2024, led through statewide engagement between HealthShare NSW, Local Health Districts (LHDs), Specialty Health Networks (SHNs), and the Health Services Union (HSU). During this period, SESLHD has worked closely with HealthShare NSW on due diligence activities to identify local requirements and prepare for transition. These activities, together with key implementation milestones, have informed the development of this proposal and support readiness for the scheduled transition date of 20 April 2026, ensuring continuity of service and financial operations.

Consultation Plan

This restructure consultation paper, including draft position descriptions for proposed roles, will be released for staff and union consultation.

The Manager, Billing Services, in consultation with the Director of Finance, will meet with the impacted staff to discuss the proposal during the consultation period.

The Health Services Union (HSU) will be formally notified and provided with this consultation paper. The HSU will be invited to review and comment on the proposal. Consultation will be conducted in accordance with the NSW Health Policy Directive PD2012_021 Managing Excess Staff of the NSW Health Service.

Staff are reminded of the availability of the Employee Assistance Program through Converge International on 1300 687 327. This number is answered 24 hours per day, seven days a week to facilitate enquiries, booking requests and to provide assistance.

5. Restructure Timeframe

Task	Documentation/Task	Timeframes (Indicative) Week Commencing
Restructure Consultation documents completed	Restructure Consultation Paper	20/03/2026
Initial consultation period / awareness discussions with Executive	-	20/03/2026
Consultation period with staff and unions commences	Restructure Consultation Paper and draft position descriptions	23/03/26
Consultation period closes	-	03/04/2026
Feedback reviewed and considered.	Restructure Consultation Paper Feedback from consultation	09/04/2026
Final consultation document incorporating any changes identified during consultation circulated	Restructure Consultation Paper (Final)	10/04/2026
Written advice issued to staff transitioning to HealthShare	Letter to confirm transition to HealthShare	13/04/2026
Process of direct matching of affected staff to positions in the new structure	Letter to advise of matching to position	13/04/2026
Vacant position advertised	Through merit selection recruitment process	13/04/2026
Transition of identified staff to HealthShare	-	20/04/2026
Selection process for positions commences	Assessment of applications and interviews	27/04/2026

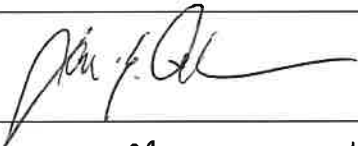
Written advice issued to staff appointed to positions	Letter to advise of appointments	25/05/2026
Employees not matched to permanent or temporary position to be referred to Workforce mobility Placement team (WMP) at Premiers department for 8 week period.	WMP to seek suitable positions within other Government agencies	n/a
Employees not matched to positions by WMP to be declared excess employees.	Letter issued to employees offering voluntary redundancy or option to seek employment for three month period.	n/a

6. Position Descriptions

No.	Document description	Internal Ref.
1	Billing Liaison Officer - Draft	T26/15295
2	Billing Liaison Team Leader - Draft	T26/15298
3	Billing Liaison Manager - Draft	T26/15300

7. Endorsement

Executive Sponsor

Name	Ian Anderson
Position Title	Director of Finance
Signature	
Date	23 MARCH 2026



Position Description

Please ensure to only send through approved Position Descriptions (PD) to Position Maintenance (PM). PD's that have not been approved through the appropriate channels (e.g. Grading Committees or Business Partners) will delay the process.

If the request is a minor amendment to an existing PD, please highlight the amendments required.

*Note – As ROB will not allow any text beyond the allowable character limit, please ensure the fields are as succinct as possible.

Facility/Service	SESLHD District Finance
Department	Billing Services
Manager	Billing Liaison Team Leader
Position Number	Pending Approval/TBA
Cost Centre	181130

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Position Description Title *	Billing Liaison Officer	
Does this role require Multiple Awards?*	NO	
Award* <i>List all relevant Awards</i>	Health Employees Administrative Staff (State) Award	
Position Classification* <i>List all classifications relevant to this position</i>	Administration Officer Level 5	
Job Category Coding (ROB)*	551111 Accounts Clerk	
Job Classification Coding (ROB)*	Accounts Payable/Receivable	
Job Speciality Coding (ROB)	Accounts Officer	
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	NO	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why	<i>(Mandatory)</i> <i>PM team will include this text</i>	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	<i>(Free text)</i> <i>Cannot exceed 3400 characters</i>	The Billing Liaison Officer supports the effective and timely collection of Own Source Revenue (OSR) for South Eastern Sydney Local Health District. The role provides operational liaison and coordination to facilitate the prompt resolution of billing enquiries and issues from HealthShare NSW and internal LHD stakeholders.



<p>does this role exist?"</p>		<p>Through monitoring, follow-up and issue escalation, the position contributes to accurate OSR recognition by addressing routine and variable billing matters in accordance with established processes and policies</p>
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Section 2 – Key Accountabilities

Describe what is expected of the position and the end results required. Each accountability statement should be comprised of a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

<p>Standard Key Accountabilities*</p>	<p>(Free Text) <i>Cannot exceed 3800 characters</i></p>	<ul style="list-style-type: none"> • Provide advanced administration and clerical support services, managing work priorities and work flow within allocated resources to ensure delivery of efficient and effective patient billing liaison services. • Liaise and maintain effective relationships with senior managers, line management and staff to facilitate high quality support in relation to general billing and revenue related issues, including managing conflict as it arises. • Review, monitor and action worklist items and reports to capture potential errors, including assisting in data cleansing and updating diagnosis codes to ensure accurate data for billing purposes. • Coordinate the retrieval of missing information from SESLHD managers and staff to ensure the timely delivery of patient billing liaison services. • Lead the development, maintenance and review of administrative processes, systems and procedures to improve efficiency and ensure the delivery of a quality service to internal and external stakeholders. • Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees • Maintain responsibilities for personal and professional development by participating in training/education activities, and performance reviews in order to continuously improve the level and quality of service • 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 to 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
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Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence it has. This should not restate the Key Accountabilities. We recommend 2-3 concise sentences for each Key Challenge.

Cannot exceed 1000 characters per Key Challenge

Challenges	<ul style="list-style-type: none"> Maintaining current knowledge of the frequently changing policies and procedures Managing competing priorities and high volumes of work, given often limited resources Managing advanced administrative tasks, resolving them on behalf of the Manager of the unit/department
Decision Making	<ul style="list-style-type: none"> Work independently under limited direction and within constraints set by senior management Escalate more complex issues outside the scope of their position description to the Billing Liaison Team Leader
Communication	<ul style="list-style-type: none"> The Billing Liaison Officer liaises with internal and external stakeholders

Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role’s primary objective(s).

Key Internal Relationships <i>3 max - Cannot exceed 200 characters per line</i>	Who?	Billing Liaison Team Leader - Line Manager
	Why?	Provide and receive feedback; escalate billing issues; implement process improvement initiatives.
	Who?	Revenue managers, patient liaison officers and admission/outpatients staff
	Why?	Liaise closely regarding billing correction activities, initiating and implementing revenue improvement initiatives.
	Who?	
	Why?	
Does this role routinely interact with external stakeholders?	YES	
Key External Relationships <i>2 max - Cannot exceed 200 characters per line</i>	Who?	Healthshare
	Why?	Communicate and work with Healthshare to facilitate the billing process and its requirements.
	Who?	
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?	NO	



Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	0
Indirect Reports	0

Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	
Other \$	Nil

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

Please do not use the Mandatory text below within other sections.

Essential Requirements	<p><i>(Mandatory)</i></p> <p><i>PM team will include this text</i></p>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependent on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check.
	<p><i>(Mandatory)</i></p> <p><i>PM team will include relevant text dependent on whether the position has direct reports or not</i></p>	<ul style="list-style-type: none"> Staff who supervise others: As a leader you are expected to actively support and demonstrate your commitment to the organisation’s safety management system; to establish and maintain a positive health and safety culture; to consult with workers and others when making decisions that may impact upon the health, safety and wellbeing of those in the workplace; acquire and keep up-to-date knowledge of work health and safety matters; ensure that all workers understand their health and safety obligations and are sufficiently trained in health and safety policy and procedures; report any safety incidents, injury, hazards, risks, concerns or unsafe behaviour in the SESLHD IMS+ safety reporting system within 24 hours, and take appropriate actions to eliminate or minimise related risk to as low as reasonably practicable. Staff who do not supervise others: You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies, procedures and training relating to work health, safety and wellbeing, including identifying and notifying any safety incidents, injury, hazards, risks, concerns or unsafe

		behaviour to the manager and reporting these in the SESLHD IMS+ safety reporting system within 24 hours.
	(Free Text)	
	Cannot exceed 3500 characters	

Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria into separate Selection Criteria boxes.

1	Demonstrated experience in providing a wide range of high level administration services, including billing and revenue functions, in a demanding environment.
2	Demonstrated ability to work independently using initiative and judgement to solve problems
3	Demonstrated commitment to work as part of a team in providing quality service and quality improvement initiatives.
4	High level of interpersonal and verbal communication skills and the ability to work effectively with a range of stakeholders.
5	Demonstrated knowledge of the Own Source Revenue Billing activities, including rejections and following up with insurance funders.
6	Demonstrated proficiency in the use of computers and standard office software, with the ability to learn new systems as required.

Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

Please do not use the Mandatory text below within other sections.

Other Requirements	(Mandatory) <i>PM team will include this text</i>	<ul style="list-style-type: none"> Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees
	(Mandatory) <i>PM team will include relevant text dependent on whether the position has direct reports or not</i>	<ul style="list-style-type: none"> Staff who supervise others: Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit Staff who supervise others: Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	(Free Text)	



	Cannot exceed 3800 characters	
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Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	Currently Unavailable
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DRAFT

Section 11 – Capabilities for the Role

Currently only being used for Allied Health

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input type="checkbox"/>	Act with Integrity	Choose an item.
	<input type="checkbox"/>	Manage Self	Choose an item.
	<input type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input type="checkbox"/>	Communicate Effectively	Choose an item.
	<input type="checkbox"/>	Commitment to Customer Service	Choose an item.
	<input type="checkbox"/>	Work Collaboratively	Choose an item.
	<input type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input type="checkbox"/>	Deliver Results	Choose an item.
	<input type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input type="checkbox"/>	Demonstrate Accountability	Choose an item.
Business Enablers	<input type="checkbox"/>	Finance	Choose an item.
	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

Section 12 – Job Demands Checklist

The purpose of this checklist 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.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
* Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials – note: N/A is not acceptable	Infrequent
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Frequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Frequent
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Occasional
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Not Applicable
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Not Applicable
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 and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Occasional
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)	Occasional
Hand and Arm Movements – repetitive movements of hands and arms	Not Applicable
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Occasional
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Occasional
SENSORY DEMANDS - Description (Comment)	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. phone 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 - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Frequent
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Frequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Frequent
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 - Description (Comment)	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 personal protective equipment (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 15°C or more than 35°C	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 – exposure to body fluids, bacteria, infectious diseases	Repetitive

Word Counts

Section 1	<i>Position Title</i>	200 characters
	<i>Primary Purpose of the Role</i>	3400 characters
Section 2	<i>Standard Key Accountabilities</i>	3500 characters
Section 3	<i>Key Challenges – Challenges</i>	1000 characters
	<i>Key Challenges – Decision Making</i>	1000 characters
	<i>Key Challenges – Communication</i>	1000 characters
Section 4	<i>Key Relationships – Who (each)</i>	200 characters
	<i>Key Relationships – Why (each)</i>	500 characters
Section 7	<i>Essential Requirements</i>	3500 characters
Section 8	<i>Selection Criteria (each)</i>	1000 characters
Section 9	<i>Other Requirements</i>	3800 characters
Section 10	<i>Disqualification Questions</i>	200 characters



Position Description

Please ensure to only send through approved Position Descriptions (PD) to Position Maintenance (PM). PD's that have not been approved through the appropriate channels (e.g. Grading Committees or Business Partners) will delay the process.

If the request is a minor amendment to an existing PD, please highlight the amendments required.

*Note – As ROB will not allow any text beyond the allowable character limit, please ensure the fields are as succinct as possible.

Facility/Service	SESLHD District Finance
Department	Billing Services
Manager	Billing Liaison Manager
Position Number	TBA
Cost Centre	181130

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Position Description Title *	Billing Liaison Team Leader	
Does this role require Multiple Awards?*	NO	
Award* <i>List all relevant Awards</i>	Health Managers (State) Award	
Position Classification* <i>List all classifications relevant to this position</i>	Health Manager Level One	
Job Category Coding (ROB)*	551111 Accounts Clerk	
Job Classification Coding (ROB)*	Accounts Payable/Receivable	
Job Speciality Coding (ROB)	Accounts Team Leader	
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	YES	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why	<i>(Mandatory)</i> <i>PM team will include this text</i>	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	<i>(Free text)</i> <i>Cannot exceed 3400 characters</i>	The Billing Liaison Team Leader provides management, support and guidance to the Billing Services Department to ensure the efficient and effective collection of information for SESLHD's billable patient services. The role is responsible for managing and coordinating the resolution of billing requests from Healthshare NSW and internal SESLHD stakeholders, ensuring matters are addressed efficiently and in line with established



<p>does this role exist?"</p>	<p>policies and performance expectations. Through effective team leadership, stakeholder engagement and issue escalation, the position contributes to improved billing outcomes and improved Own Source Revenue (OSR) outcomes.</p>
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Section 2 – Key Accountabilities

Describe what is expected of the position and the end results required. Each accountability statement should be comprised of a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

<p>Standard Key Accountabilities*</p>	<p>(Free Text)</p> <p><i>Cannot exceed 3800 characters</i></p>	<ul style="list-style-type: none"> • Provide advice, support and guidance in relation to the resolution of billing related issues from HealthShare NSW within SESLHD, including troubleshooting support, error corrections and coordinating the updating of missing billing data • Build and maintain effective relationships with key stakeholders including SESLHD clinicians, heads of department to ensure priorities are met. • Provide effective leadership and management to the Billing Services Department to ensure services are delivered within agreed timeframes, quality standards and budgetary constraints. • Coordinate clinician onboarding, review of revenue reports, performance of regular revenue monitoring, including identification of revenue trends across SESLHD facilities. • Assist the System Trainer and the Audit Support Officer in training SESLHD staff to ensure compliance in accordance with legislative and operational requirements from Medicare, National Health Reform Agreement (NHRA) and Ministry of Health standards. • Define and drive best practice within SESLHD, such as quality controls, performance reports from analytic review of issues arising from upfront patient verification, fund check, eligibility verification and timely transfer of billing data into PBRC-IE or workflows to and from the HealthShare NSW team. • Identify and contribute to data-driven quality improvement initiatives to enhance monitoring, optimise resource use and improve revenue capture through the review of billing workflows, processes and procedures. • Perform a range of management and administrative tasks, monitoring work priorities to ensure delivery of efficient and effective customer focused services aligned with business and/or service plan requirements. • Participate in human resource management functions including recruitment, orientation, induction, coaching and development of staff in accordance with NSW Health and SESLHD policies and procedures, to ensure effective delivery of patient billing liaison services. • Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values, through demonstrated behaviours and interactions with patients/clients/employees.
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		<ul style="list-style-type: none"> • Maintain responsibilities for personal and professional development by participating in training/education activities, and performance reviews in order to continuously improve the level and quality of service. • 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.
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Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence it has. This should not restate the Key Accountabilities. We recommend 2-3 concise sentences for each Key Challenge.

Cannot exceed 1000 characters per Key Challenge

Challenges	<ul style="list-style-type: none"> ▪ Planning and prioritising high volumes of work with conflicting and critical deadlines. ▪ Attending to a wide variety of day to day related administrative tasks and resolving them on behalf of Manager/Business Unit. ▪ Responding and acting in relation to tight timeframes, often co-ordinating responses from other staff.
Decision Making	<ul style="list-style-type: none"> ▪ The Billing Liaison Team Leader is required to seek all relevant information in relation to the billing issue and use their influencing skills in order to achieve an outcome which is beneficial to all parties whilst ensuring work objectives are met. ▪ Undertakes straightforward negotiations around timelines for delivery of services.
Communication	<ul style="list-style-type: none"> ▪ Internally, the Billing Liaison Team Leader is required to communicate regularly with Business Liaison Officers and hospital staff on matters related to complex or incomplete invoicing. ▪ Externally, the Billing Liaison Team Leader will develop and maintain effective relationships with Healthshare, Insurance providers and other funders of revenue including but not limited to EML, SIRA and other legal entities like Solicitors acting on behalf of patients.

Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role’s primary objective(s).

Key Internal Relationships <i>3 max - Cannot exceed 200 characters per line</i>	Who?	Billing Liaison Manager – Line Manager
	Why?	Develop relationship to ensure most effective delivery of responsibilities
	Who?	Direct Reports – Billing Liaison Officers
	Why?	Develop/manage staff to ensure high performing team aligned with strategic goals.
	Who?	Senior staff, revenue managers and medical staff
	Why?	Assist with billing, Medicare and health fund enquiries and improvement activities.



Does this role routinely interact with external stakeholders?	YES	
Key External Relationships <i>2 max - Cannot exceed 200 characters per line</i>	Who?	Healthshare
	Why?	To enable efficient and effective billing services.
	Who?	Ministry of Health
	Why?	To ensure accurate capture to patient and billing details.
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?	NO	

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	6
Indirect Reports	Nil

Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	Nil
Other \$	Nil

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

Please do not use the Mandatory text below within other sections.

Essential Requirements	<i>(Mandatory)</i> <i>PM team will include this text</i>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependent on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check.
	<i>(Mandatory)</i> <i>PM team will include relevant text</i>	<ul style="list-style-type: none"> Staff who supervise others: As a leader you are expected to actively support and demonstrate your commitment to the organisation’s safety management system; to establish and maintain a positive health and safety culture; to consult with

	<i>dependent on whether the position has direct reports or not</i>	<p>workers and others when making decisions that may impact upon the health, safety and wellbeing of those in the workplace; acquire and keep up-to-date knowledge of work health and safety matters; ensure that all workers understand their health and safety obligations and are sufficiently trained in health and safety policy and procedures; report any safety incidents, injury, hazards, risks, concerns or unsafe behaviour in the SESLHD IMS+ safety reporting system within 24 hours, and take appropriate actions to eliminate or minimise related risk to as low as reasonably practicable.</p> <ul style="list-style-type: none"> • Staff who do not supervise others: You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies, procedures and training relating to work health, safety and wellbeing, including identifying and notifying any safety incidents, injury, hazards, risks, concerns or unsafe behaviour to the manager and reporting these in the SESLHD IMS+ safety reporting system within 24 hours.
	<i>(Free Text)</i> <i>Cannot exceed 3500 characters</i>	

Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria into separate Selection Criteria boxes.

1	Relevant tertiary qualifications in Accounting, Business or Commerce or relevant equivalent work experience, or a combination of study and work experience.
2	Demonstrated knowledge and experience in the provision of financial billing information with a proven ability to identify revenue trends and support revenue initiatives to achieve business objectives.
3	Demonstrated effective interpersonal, written and verbal communication skills with the ability to prepare and analyse financial performance, specific to OSR.
4	Demonstrated ability to determine priorities for others and delegate tasks to achieve work objectives.
5	Demonstrated ability to be flexible and adapt work practices to meet current and emerging business needs.
6	Demonstrated ability to work independently or as part of a team in performing a range of management and administrative tasks within allocated timeframes.

Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

Please do not use the Mandatory text below within other sections.

Other Requirements	<p><i>(Mandatory)</i></p> <p><i>PM team will include this text</i></p>	<ul style="list-style-type: none"> Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees
	<p><i>(Mandatory)</i></p> <p><i>PM team will include relevant text dependent on whether the position has direct reports or not</i></p>	<ul style="list-style-type: none"> Staff who supervise others: Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit Staff who supervise others: Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	<p><i>(Free Text)</i></p> <p><i>Cannot exceed 3800 characters</i></p>	

Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	<i>Currently Unavailable</i>
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Section 11 – Capabilities for the Role

Currently only being used for Allied Health

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input type="checkbox"/>	Act with Integrity	Choose an item.
	<input type="checkbox"/>	Manage Self	Choose an item.
	<input type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input type="checkbox"/>	Communicate Effectively	Choose an item.
	<input type="checkbox"/>	Commitment to Customer Service	Choose an item.
	<input type="checkbox"/>	Work Collaboratively	Choose an item.
	<input type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input type="checkbox"/>	Deliver Results	Choose an item.
	<input type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input type="checkbox"/>	Demonstrate Accountability	Choose an item.
Business Enablers	<input type="checkbox"/>	Finance	Choose an item.
	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

Section 12 – Job Demands Checklist

The purpose of this checklist 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.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
* Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials – note: N/A is not acceptable	Infrequent
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Frequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Frequent
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Occasional
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Not Applicable
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Not Applicable
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 and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Occasional
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)	Occasional
Hand and Arm Movements – repetitive movements of hands and arms	Not Applicable
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Occasional
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Occasional
SENSORY DEMANDS - Description (Comment)	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. phone 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 - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Frequent
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Frequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Frequent
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 - Description (Comment)	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 personal protective equipment (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 15°C or more than 35°C	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 – exposure to body fluids, bacteria, infectious diseases	Repetitive

Word Counts

Section 1	<i>Position Title</i>	200 characters
	<i>Primary Purpose of the Role</i>	3400 characters
Section 2	<i>Standard Key Accountabilities</i>	3500 characters
Section 3	<i>Key Challenges – Challenges</i>	1000 characters
	<i>Key Challenges – Decision Making</i>	1000 characters
	<i>Key Challenges – Communication</i>	1000 characters
Section 4	<i>Key Relationships – Who (each)</i>	200 characters
	<i>Key Relationships – Why (each)</i>	500 characters
Section 7	<i>Essential Requirements</i>	3500 characters
Section 8	<i>Selection Criteria (each)</i>	1000 characters
Section 9	<i>Other Requirements</i>	3800 characters
Section 10	<i>Disqualification Questions</i>	200 characters

Position Description



Please ensure to only send through approved Position Descriptions (PD) to Position Maintenance (PM). PD's that have not been approved through the appropriate channels (e.g. Grading Committees or Business Partners) will delay the process.

If the request is a minor amendment to an existing PD, please highlight the amendments required.

*Note – As ROB will not allow any text beyond the allowable character limit, please ensure the fields are as succinct as possible.

Facility/Service	South Eastern Sydney Local Health District
Department	Billing Services, District Finance
Manager	Billing Services and Revenue Manager
Position Number	TBA
Cost Centre	181130

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Position Description Title *	Billings Liaison Manager	
Does this role require Multiple Awards?*	YES	
Award* <i>List all relevant Awards</i>	Health Managers (State) Award	
Position Classification* <i>List all classifications relevant to this position</i>	Health Manager Level 3	
Job Category Coding (ROB)*	132211 Finance Manager	
Job Classification Coding (ROB)*	Financial Management and Reporting	
Job Speciality Coding (ROB)	Financial Management	
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	YES	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why	<i>(Mandatory)</i> <i>PM team will include this text</i>	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.
	<i>(Free text)</i> <i>Cannot exceed 3400 characters</i>	This position provides expert advice and services to the organisation on all facets of Own Source Revenue. The role has a specific focus on ensuring that invoicing, debt recovery and cash flow is maintained by facilitating information flow from SESLHD hospitals and clinicians into the billing system, and having effective governance over requests from Healthshare. The role will plan, coordinate, lead and manage human, financial, material

does this role exist?"		and capital resources to provide a cost effective, quality service that meets key performance indicators and financial accountabilities of Billing Services.
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Section 2 – Key Accountabilities

Describe what is expected of the position and the end results required. Each accountability statement should be comprised of a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

<p>Standard Key Accountabilities*</p>	<p>(Free Text)</p> <p><i>Cannot exceed 3800 characters</i></p>	<ul style="list-style-type: none"> • Manage, support and provide effective leadership to the Billing Services department to ensure the quality and timely delivery of Billing Services to the organisation. • Provide high level analytical data and compile and disseminate reports to identify emerging trends or risks in invoicing processes. • Provide high level quality advice, guidance and support to the Billing Liaison and Revenue Manager and SESLHD staff on a broad range of revenue and governance issues, including but not limited to financial risks, Own Source Revenue and financial data quality. • Build and maintain strategic relationships by liaising, consulting and negotiating with internal and external stakeholders, including patients, SESLHD staff and hospital Executive, and HealthShare to provide guidance and ensure risks are identified and mitigated. • Provide training/education in revenue functions and support SESLHD staff to minimise issues that impact data collection and invoicing. • Promote continual improvement by establishing and reviewing performance indicators and relevant reporting and governance systems to deliver a superior service • Contribute at a senior level to the development and implementation of business and strategic plans to meet business objectives • Promote the utilisation of systems including Paperlite and the Revenue Portal, to assist in maximising SESLHD's digital advantage in revenue optimisation. • Provide revenue support and coverage for other facilities as determined by the Billing Liaison and District Revenue Manager. • Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees • Maintain responsibilities for personal and professional development by participating in training/education activities, and performance reviews in order to continuously improve the level and quality of service • 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
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		<p>relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</p> <ul style="list-style-type: none"> Recruit, coach, mentor, and initiate performance agreements for the Billing Services team, to develop the capabilities of the team to undertake changing roles, responsibilities and accountabilities and to provide for succession within the unit. Manage resources, budgets, assets, projects, and staffing to maximise achievement of goals and required level of skills and performance Comply with and implement the NSW Health Work Health and Safety Better Practice Procedures by identifying, assessing, eliminating/controlling and monitoring hazards and risks within the workplace, to the extent of delegated authority for the role
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Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence it has. This should not restate the Key Accountabilities. We recommend 2-3 concise sentences for each Key Challenge.

Cannot exceed 1000 characters per Key Challenge

Challenges	<ul style="list-style-type: none"> Leading consultations with a wide range of internal and external stakeholders, including HealthShare, clinical teams, administrative staff, and patients, often where there are competing priorities, operational constraints, and performance expectations such as invoicing targets, data quality, and compliance requirements. Managing time effectively and prioritising issues in a high-volume, complex environment, balancing competing work demands arising simultaneously from data integrity issues, limited staffing resources, invoicing deadlines, and diverse enquiries that require problem-solving and coordination across multiple service areas.
Decision Making	<ul style="list-style-type: none"> The Billing Liaison Manager has substantial autonomy in the management of staff and other resources within the Billing Services Team to achieve service delivery, performance, and compliance objectives in a complex operational environment. Developing and sustaining a service and workforce that is flexible, adaptable, and resilient providing quality services in a complex and ever-changing environment Determining the most effective use of limited resources to meet competing customer needs and expectations and dealing with high volume workloads whilst concurrently managing to achieve positive outcomes.
Communication	<ul style="list-style-type: none"> Internally: The Billing Liaison Manager is required to communicate regularly with Billing Liaison Officers (BLOs), hospital revenue staff, patients, clinical teams, various managers and clerical staff on various topic related to Own Source Revenue, as well as with Revenue Managers, Patient Information Services team and Emergency Department Administrative Officers.

	<ul style="list-style-type: none"> Externally: The Billing Liaison Manager is required to communicate regularly with external stakeholders including HealthShare, the Ministry of Health and local and international insurance funds. This role provides a key escalation point for complex or unresolved issues referred by team members, working collaboratively to identify solutions and ensure timely and compliant outcomes.
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Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role’s primary objective(s).

Key Internal Relationships <i>3 max - Cannot exceed 200 characters per line</i>	Who?	Billing Services and Revenue Manager
	Why?	Escalate complex operational, compliance, or legal risks as required. This relationship supports the provision of ongoing governance support and expert advice and ensures continuity of leadership by acting in the district role during periods of absence.
	Who?	Billing Services Team
	Why?	Provide clear guidance, support decision-making and reinforce consistent billing practices. It also ensures issues are identified early and appropriately escalated, allowing risks, compliance concerns, and service impacts to be addressed promptly and effectively.
	Who?	SESLHD Staff
	Why?	Provide high level guidance and advice in relation to Own Source Revenue
Does this role routinely interact with external stakeholders?		YES
Key External Relationships <i>2 max - Cannot exceed 200 characters per line</i>	Who?	HealthShare
	Why?	Provide a clear escalation point for billing and revenue issues that cannot be resolved by the Billing Services Team. This ensures timely resolution of complex matters, supports service continuity, and strengthens collaboration across organisations.
	Who?	
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	1
Indirect Reports	6

Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	
Other \$	

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

Please do not use the Mandatory text below within other sections.

Essential Requirements	<p><i>(Mandatory)</i></p> <p><i>PM team will include this text</i></p>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependent on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check.
	<p><i>(Mandatory)</i></p> <p><i>PM team will include relevant text dependent on whether the position has direct reports or not</i></p>	<ul style="list-style-type: none"> Staff who supervise others: As a leader you are expected to actively support and demonstrate your commitment to the organisation’s safety management system; to establish and maintain a positive health and safety culture; to consult with workers and others when making decisions that may impact upon the health, safety and wellbeing of those in the workplace; acquire and keep up-to-date knowledge of work health and safety matters; ensure that all workers understand their health and safety obligations and are sufficiently trained in health and safety policy and procedures; report any safety incidents, injury, hazards, risks, concerns or unsafe behaviour in the SESLHD IMS+ safety reporting system within 24 hours, and take appropriate actions to eliminate or minimise related risk to as low as reasonably practicable. Staff who do not supervise others: You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies, procedures and training relating to work health, safety and wellbeing, including identifying and notifying any safety incidents, injury, hazards, risks, concerns or unsafe behaviour to the manager and reporting these in the SESLHD IMS+ safety reporting system within 24 hours.
	<p><i>(Free Text)</i></p> <p><i>Cannot exceed 3500 characters</i></p>	

Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria into separate Selection Criteria boxes.

1	Relevant tertiary qualifications in Commerce or Business, or relevant equivalent work experience particularly in a health environment, or a combination of study and work experience.
2	Demonstrated strong leadership skills to enhance staff performance, influence workplace culture, and lead change.
3	Extensive knowledge of contemporary issues in management including financial, human resources and organisational management.
4	Demonstrated high level verbal and written communication skills, interpersonal, negotiation and influencing skills with a strong stakeholder approach
5	Demonstrated experience in operational reporting and the capacity to provide authoritative advice and recommendations across a large and complex organisation.
6	Demonstrated ability to develop and maintain effective working relationships with senior management, and other key stakeholders.
7	Demonstrated experience in planning and evaluation at strategic and service levels within a high-volume dynamic work environment.

Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

Please do not use the Mandatory text below within other sections.

Other Requirements	<i>(Mandatory)</i> <i>PM team will include this text</i>	<ul style="list-style-type: none"> Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees
	<i>(Mandatory)</i> <i>PM team will include relevant text dependent on whether the position has direct reports or not</i>	<ul style="list-style-type: none"> Staff who supervise others: Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit Staff who supervise others: Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	<i>(Free Text)</i> <i>Cannot exceed 3800 characters</i>	

Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	<i>Currently Unavailable</i>
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DRAFT

Section 11 – Capabilities for the Role

Currently only being used for Allied Health

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input type="checkbox"/>	Act with Integrity	Choose an item.
	<input type="checkbox"/>	Manage Self	Choose an item.
	<input type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input type="checkbox"/>	Communicate Effectively	Choose an item.
	<input type="checkbox"/>	Commitment to Customer Service	Choose an item.
	<input type="checkbox"/>	Work Collaboratively	Choose an item.
	<input type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input type="checkbox"/>	Deliver Results	Choose an item.
	<input type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input type="checkbox"/>	Demonstrate Accountability	Choose an item.
Business Enablers	<input type="checkbox"/>	Finance	Choose an item.
	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

Section 12 – Job Demands Checklist

The purpose of this checklist 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.

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
* Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials – note: N/A is not acceptable	Infrequent
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Frequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Frequent
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Occasional
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Not Applicable
Kneeling – remaining in a kneeling posture to perform tasks	Not Applicable
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Not Applicable
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 and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Occasional
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)	Occasional
Hand and Arm Movements – repetitive movements of hands and arms	Not Applicable
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Occasional
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Occasional
SENSORY DEMANDS - Description (Comment)	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. phone 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 - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Frequent
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Frequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Frequent
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 - Description (Comment)	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 personal protective equipment (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 15°C or more than 35°C	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 – exposure to body fluids, bacteria, infectious diseases	Repetitive

Word Counts

Section 1	<i>Position Title</i>	200 characters
	<i>Primary Purpose of the Role</i>	3400 characters
Section 2	<i>Standard Key Accountabilities</i>	3500 characters
Section 3	<i>Key Challenges – Challenges</i>	1000 characters
	<i>Key Challenges – Decision Making</i>	1000 characters
	<i>Key Challenges – Communication</i>	1000 characters
Section 4	<i>Key Relationships – Who (each)</i>	200 characters
	<i>Key Relationships – Why (each)</i>	500 characters
Section 7	<i>Essential Requirements</i>	3500 characters
Section 8	<i>Selection Criteria (each)</i>	1000 characters
Section 9	<i>Other Requirements</i>	3800 characters
Section 10	<i>Disqualification Questions</i>	200 characters