

POSITION DESCRIPTION

Position Title	Head of Health Funding & Health Information Services
Reports to (Title)	CFO
Group Director/ Chief	CFO
Department	Finance
Position Location	154 Wattletree Road, Malvern Any Cabrini Hospital site
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	N/A

Position Summary & Role Purpose

The Head of Health Funding & Health Information Services is a senior commercial leadership role responsible for leading Cabrini's health funding strategy, private health fund and compensable payer partnerships & Health Information Services function.

Reporting to the CFO, the role owns the health fund contract lifecycle, payer relationships, pricing, commercial negotiations, funding compliance, revenue integrity and Health Information Services. The role translates complex commercial, clinical, case mix, coding and regulatory information into actionable insights and partners with operational and clinical leaders to maximise funding outcomes, support informed decision making and ensure the effective implementation of contractual arrangements across Cabrini.

The role provides strategic leadership and governance of Health Information Services, ensuring excellence in clinical coding, health information management, documentation quality, data integrity, case mix optimisation and statutory compliance. Through collaboration with clinical, operational and finance leaders, the role drives continuous improvement in health information practices to support patient care, organisational performance and sustainable funding outcomes.

Key Result Areas

1. Key Accountabilities

- Develop and execute Cabrini's private health fund and compensable payer strategy, aligned to clinical service priorities, growth plans and financial sustainability.
- Own the end-to-end contract lifecycle for private health insurers, buying groups, DVA, and other compensable payers, including strategy, negotiation, implementation, performance, compliance and renewal.
- Lead major payer negotiations, pricing submissions and commercial scenarios using robust modelling of volume, case mix, acuity, margin, benefits, indexation, utilisation and cash flow impacts.
- Drive revenue assurance, funding compliance, yield improvement and leakage remediation across admissions, coding, billing, claims, contract interpretation and dispute resolution.
- Identify and develop innovative funding models, value-based care arrangements and strategic partnerships that support patient access, service development and sustainable returns.
- Provide high-quality strategic commercial advice to the CFO, Executive Leadership Team and Board Committees on payer performance, market movement, regulatory reform, contract risk and funding opportunities.
- Lead Health Fund Compliance, setting clear priorities, controls, governance and performance measures.

- Work together with the Analytics team to build advanced analytics, forecasting, benchmarking and market intelligence capabilities to inform pricing, negotiations, service planning and executive decision making.
- Build trusted relationships with private health insurers, buying groups, compensable payers, VMOs, clinical leaders, revenue cycle teams and industry stakeholders.
- Manage Health Information Services, ensuring patient records are coded accurately and within required timeframes to support data integrity, funding accuracy, and working capital performance.

2. Leadership & Capability Responsibilities

- Lead, coach and develop a high-performing commercial partnerships and compliance team with clear accountability for service, accuracy, pace and outcomes.
- Establish succession and capability plans across payer contracting, health information, reimbursement, negotiation and stakeholder engagement.
- Foster a culture of commercial discipline, evidence-based decision making, collaboration, innovation and continuous improvement.
- Influence senior internal and external stakeholders to align clinical, operational and financial objectives and deliver organisation-wide outcomes.
- Develop workforce capability across clinical coding, health information management, funding integrity and health data governance to ensure a sustainable and high-performing Health Information Services function.

3. Commercial & Strategic Responsibilities

- Lead major health fund and compensable payer contract negotiation, renegotiation and renewal strategies, including position papers, negotiation mandates, approval pathways and risk controls.
- Develop long-term partnership plans with major funds and buying groups, including portfolio reviews, joint initiatives, issue resolution and escalation pathways.
- Evaluate emerging funding opportunities, alternative reimbursement models, value-based care, hospital-in-the-home and other contemporary models relevant to Cabrini's services.
- Provide commercial input into service expansion, investment cases, clinical program development, theatre/day surgery performance, payer mix and strategic growth decisions.
- Monitor competitor activity, payer behaviour, market trends, legislation and regulatory changes, default benefit settings and sector reform to anticipate risks and opportunities.
- Represent Cabrini in industry forums and negotiations, maintaining a clear, ethical and evidence-based Cabrini position on funding and sector sustainability.

4. Health Information Services

- Provide strategic leadership and governance of the Health Information Services function.
- Ensure compliance with relevant legislation, accreditation standards, privacy obligations and health information management requirements.
- Oversee clinical coding performance, case mix optimisation, health record management and documentation improvement initiatives.
- Drive continuous improvement in coding quality, timeliness and productivity through benchmarking, audit and workforce development.
- Partner with clinicians and operational leaders to improve clinical documentation and data quality to support patient care, funding integrity and organisational reporting.
- Ensure health information systems, processes and reporting frameworks support organisational objectives and future service growth.

5. Analytics & Insights

- Together with the CFO & Analytics team develop Board and Executive-level dashboards covering payer revenue, contract yield, margin, utilisation, case mix, denials, disputes, leakage, audit outcomes and market trends.
- Lead revenue forecasting, scenario modelling and contract modelling for budgets, renewals, service planning and long-term financial plans.

- Work with the Analytics Team to analyse profitability by service line, campus, specialty, doctor, payer, contract, product and patient cohort to inform improvement opportunities.
- Identify revenue leakage, coding/billing opportunities and contract compliance issues, then work with Finance, Revenue Cycle, Health Information Services, Patient Services and Operations to implement corrective actions.
- Deliver predictive and actionable insights that support pricing strategy, payer negotiations, clinical service planning and sustainable growth.

6. **Financial Accountability**

- Accountable for the performance, governance and optimisation of private health fund and compensable payer revenue and related contract margin.
- Support annual budget, rolling forecast and long-term financial planning through contract modelling, payer mix analysis, funding assumptions and sensitivity analysis.
- Deliver measurable improvements in contract yield, revenue integrity, cash flow, claims resolution and payer performance.
- Ensure funding arrangements are commercially sound, operationally executable, compliant and supportive of Cabrini's sustainability and mission.

7. **Technology & Innovation**

- Identify and implement technology-enabled contract management, revenue assurance, audit, workflow and analytics solutions.
- Drive automation, reporting standardisation, data quality and self-service insight across payer contracting and revenue performance.
- Leverage analytics and digital tools, including Power BI and core hospital source systems, to improve forecasting, pricing, contract implementation and commercial outcomes.

2. **Work Health and Safety**

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other

employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

Organisational Relationships

Reports directly to the CFO

- Maintains strategic relationships with private health insurers, buying groups, compensable payers, hospital networks and industry bodies.
- Partners with VMOs, clinical leaders, General Managers, Finance, Revenue Cycle, Health Information Services, Patient Services, Legal/Risk and operational teams.
- Provides expert advice on payer strategy, funding, contracting, reimbursement, pricing, claims, coding/billing implications and contract performance.
- Builds collaborative relationships with regulators, industry associations, consultants and external advisors as required.

Committee Membership

The Head of Health Funding & HIS will participate as a member of the following committees:

- Relevant internal and/or external committees as a representative of Cabrini as directed by the CFO
- Management Communication Forum
- Revenue and Audit meetings - including Revenue Assurance, Health Fund Audit/Compliance, PHI, payer performance and contract implementation forums
- Other Cabrini Committees as directed by the CFO

Staff Development

The Head of Health Funding & HIS will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs relevant to health funding, payer contracting, revenue cycle, analytics and leadership
- Maintaining own skills and knowledge in private health insurance, market reform, funding models, data analytics and commercial negotiation
- Abiding by Cabrini's Behaviours that matter
- Remaining up to date with contemporary human resources practices
- Contributing to Cabrini professional development and team capability programs as required
- Participating in performance reviews in accordance with Cabrini policy

Key Competencies

The Head of Health Funding & HIS must demonstrate the following requirements:

ESSENTIAL

Educational/Vocational

- Appropriate qualifications commensurate with the position, e.g. tertiary or postgraduate qualification in commerce, finance, business, economics, health administration, health information management, nursing/allied health or other health discipline, with significant senior experience in private health care, health insurance, hospital finance, revenue cycle or payer contracting

Registration

- If applicable, AHPRA, HIMAA, HFMA, CPA/CA, AICD or other relevant professional membership

Experience

- Extensive senior experience negotiating and managing complex private health fund, buying group and/or compensable payer contracts in a hospital/provider, insurer, health service or advisory environment.
- Demonstrated commercial accountability for material revenue streams, pricing, margin, contract yield, revenue assurance, claims performance and funding risk.
- Strong experience in private hospital revenue cycle, billing, coding/health information, claims, audit/compliance, payer dispute resolution and operational implementation of contract terms.
- Proven leadership of multidisciplinary teams or functions, including building capability, managing performance, setting priorities and influencing outcomes without direct authority.
- Demonstrated ability to work with CFO, Executive Leadership Team and Board-level stakeholders and senior external payer executives, while maintaining alignment with the Cabrini Mission, Values and Vision.
- Demonstrated experience leading or partnering closely with Health Information Services, clinical coding, case mix management or health data functions within a complex healthcare environment.

Knowledge

- Highly developed negotiation, influencing, commercial analysis and stakeholder engagement skills, with the ability to set negotiation strategy, governance pathways, decision points, data requirements, timeframes and expected outcomes.
- Deep understanding of private health insurance, hospital funding, casemix, AR-DRG/reimbursement concepts, funder contracts, Private Health Insurance Act/Rules, default benefits, second-tier benefits, HCP/PHDB and compensable payer arrangements.
- Demonstrated knowledge of private health sector challenges, including hospital viability, payer mix, patient affordability, workforce and cost inflation, out-of-hospital models, value-based care and reform.
- Strong understanding of revenue integrity and operational drivers, including admissions, clinical documentation, coding, billing, claims, denials, audits, debt resolution and 'first time, right time' outcomes.
- Advanced analytics capability to translate complex financial, clinical and operational data into clear executive insights, recommendations and action plans.
- Excellent verbal and written communication skills, including executive papers, Board/committee reporting, presentations, negotiation materials and commercially sensitive correspondence.
- Collaborative, values-based management style with commitment to innovation, continuous improvement, evidence-based practice and quality improvement to support service growth.
- Advanced computer and data skills, including MS Excel, PowerPoint and Power BI; knowledge of webPAS, Cyberquery, data warehouses, contract management systems and hospital source systems highly regarded

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

Cabrini Mission, Values and Behaviours that Matter

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community

- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Authorised:


Chief Financial Officer

Date: 5 June 2026