

## POSITION DESCRIPTION

|                                      |                                                                          |
|--------------------------------------|--------------------------------------------------------------------------|
| <b>Position Title</b>                | <b>Patient Accounts Administrator</b>                                    |
| <b>Reports to (Title)</b>            | <b>Assistant Manager – Inpatient Accounts</b>                            |
| <b>Executive Director</b>            | <b>Chief Financial Officer</b>                                           |
| <b>Department</b>                    | <b>Patient Accounts / Finance</b>                                        |
| <b>Position Location</b>             | <b>Malvern</b>                                                           |
| <b>Award/Agreement</b>               | <b>Salary &amp; Conditions in accordance with Contract of Employment</b> |
| <b>Delegation of Authority Level</b> |                                                                          |

### Position Summary & Role Purpose

The Patient Accounts Administrator is responsible for all aspects of the billing and collection processes for Cabrini accounts in the relevant systems.

### Key Result Areas

#### 1. Key Responsibilities, Outcomes and Activities

##### 1.1 Operational Responsibilities

- Undertake private practice and inpatient billing and debtor functions within Cabrini Health relating to Patient Accounts
- Ensure accurate raising of accounts in accordance with the relevant contracts and Cabrini Health billing policies and procedures
- Independently action daily rejection reports and correspondence from health funds
- Undertake debtor follow up functions for unpaid accounts and provide additional information to health funds as required
- Escalation of billing issues to the Senior Administrator or Assistant Manager-Operations, once identified
- Contribute to the achievement of team targets and goals set out by management, taking accountability for own results and monitoring the maintenance of these targets on a daily, weekly, monthly basis as required
- Provide a comprehensive customer-focused service to both internal and external customers in relation to all aspects of the Patient Accounts Department

##### 1.2 Resource Management

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter

**1.4 Contributes to the achievement of professional expertise for self and direct reports through:**

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini performance management framework
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

**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**

#### **The Patient Accounts Administrator:**

- Reports directly to the Patient Accounts Assistant Manager – Operations under the leadership of the Senior Administrator.
- Operates autonomously while maintaining a close collaborative working relationship with the Patient Accounts Management team and Senior Administrators, along with other department managers and relevant staff from across Cabrini Health

### **Committee Membership**

#### **The Patient Accounts Administrator will participate as a member of the following committees:**

- Relevant external committees as a representative of Cabrini
- As directed by the Manager, Patient Accounts or the Assistant Manager – Operations

### **Staff Development**

#### **The Patient Accounts Administrator will demonstrate a commitment to personal and professional development of self and staff by:**

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating on performance reviews in accordance with Cabrini policy

### **Key Competencies**

#### **The Patient Accounts Administrator must demonstrate the following requirements:**

##### **ESSENTIAL**

##### **Educational/Vocational**

- N/A

##### **Experience**

- Demonstrated experience in independently processing and following up of all patient, health fund and third party account related activity for hospital inpatient and community based billings.
- Proven understanding of billing and collections practices for Mental Health program services
- Advanced understanding and demonstrated experience in health fund billing structures, documentation requirements and resolution of complex funding cases
- Strong understanding of Private Hospital funding agreements and contract interpretation processes with Health Funds and other third-party providers
- Demonstrated experience in Medical Billing, Fee for services processes.

## Skills & Abilities

- Evidence of being a team player with the ability to work with others on shared goals in flexible leadership/support roles
- Ability to act independently and decisively while maintaining compassion with respect to dealing with difficult patient complaints and patient account issues
- Ability to drive outcomes with respect to maximising billing and cash flow opportunities, demonstrating initiative and making appropriate recommendations
- Ability to learn and work effectively with in-house and external systems such as WebPAS, Eclipse, Westpac PayWay, Whispir, HPOS and other fund and third-party portals as required
- Demonstrated high level competence in Microsoft Office suite of programs and their application in effective accounts management
- Excellent written and oral skills
- Excellent interpersonal skills with ability to work with internal and external stakeholders and customers at all levels
- Ability to prioritise workload and operate with a high degree of autonomy

## 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 look for the best in people                 | We are judgemental and put others down                      |
| We approach our day with energy and enthusiasm | We are negative or apathetic                                |
| 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:**

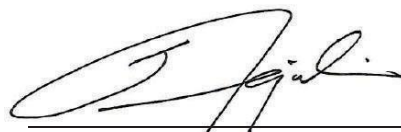
| Behaviours that matter                            | Unacceptable behaviours           |
|---------------------------------------------------|-----------------------------------|
| We treat each other fairly                        | We are hostile or abuse our power |
| We use our resources responsibly                  | 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

28/7/21

Date