

POSITION DESCRIPTION

Position Title	Patient Accounts Administrator
Reports to (Title)	Assistant Manager - Operations
Executive Director	Chief Financial Officer
Department	Patient Accounts / Finance
Position Location	East Hawthorn
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	

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 all 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
- Accurately receipt payments from health funds or other sources and reconcile with banking statements
- 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 work environments which are physically and psychosocially healthy and safe for all employees, contractors, volunteers, students, patients, residents, customers and visitors.

All employees are personally responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions.

Employees shall comply with and apply the processes defined in the Cabrini Work Health and Safety Management System. This system enshrines a risk management approach to all work health and safety issues, including a structured method for controlling (eliminating or minimising) work health and safety risks.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive, Executive Directors, 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 and residents. 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

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

Registration

- N/A

Experience

- Demonstrated experience in independently processing and following up of all patient, health fund and third-party account related activity
- 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

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 online 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 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