

Position Description: Revenue Officer

Business area: Finance
 FTE: As per Conditions of Employment
 Reports to: Accounting Manager

OUR VISION

To be an innovative centre of excellence,
 where people choose to receive health care and people love to work.

OUR GUIDING VALUES



Position Objective:

- Invoices to patients are processed accurately and completely and on time.
- Opportunities for improving functions and processes within the patient billing system are constantly evaluated.
- Wider support and cover within the accounts team as required.

Functional Relationships:

Internal:	External:
<ul style="list-style-type: none"> • Accounting Manager • Assistant Accountant • Accounts Receivable Officer • Chief Financial Officer • IT Patient Billing Applications Specialist • Theatre IT team • Theatre Nurse Specialists • Ward Charge Nurses • Patient Care Manager • Bookings Coordinators • Contract Administrators 	<ul style="list-style-type: none"> • Patients and their relatives • Surgeons, clinicians, and their secretaries • Anaesthetists

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Key Areas of Accountability:

Area of Accountability	Expected Results
Patient Invoicing	<ul style="list-style-type: none"> • Prepare invoices for patients using the Trak health Billing system. • Ensure all relevant cost details are entered on the patients file prior to preparation of the invoice. • Liaise with theatre, ward and bookings team regarding any problems identified in preparation of patient invoice. • Process separate invoices for dual surgical procedures in accordance with guidelines and clinical operation notes. • Assist with treatment injury support claims from time to time.
Contract Invoicing	<ul style="list-style-type: none"> • Prepare billing details for contract patients as above to allow contract invoices to be completed accurately and on time. • Complete monthly maternity contract information and invoice. • Provide backup support and assistance for batch invoicing as required.
Accounts Receivable	<ul style="list-style-type: none"> • Ensures that all data is entered accurately for the preparation of sundry invoices in Tech One Finance System to the patient, or contract provider. • Assist with Accounts Receivable role as cover for annual leave or sickness. • Attends to any queries from patients regarding invoices or general queries. • Assist with taking prepayments from patients and with providing estimates for surgical procedures as required from time to time.
Interpersonal Relationships/Teamwork	<ul style="list-style-type: none"> • Promotes harmonious working relationships within all staff members. • Contributes positively to the goals of the team and the organisation. • Communicates effectively, honestly and openly with other team members. • Models St George's values.
Professional Development	<ul style="list-style-type: none"> • Participate in all Trak Health Billing system upgrade and educational sessions as required from time to time with a view to continuous improvement of our patient billing processes and systems. • Participates in Tech One finance education, training events and in testing of software upgrades as required from time to time.
Quality Improvement	<ul style="list-style-type: none"> • Document and report any patient complaint or dissatisfaction honestly in accordance with the hospital's health and disability advocacy policy. • Participates in the development/review of policies and procedures as required.
Organisational Culture	<ul style="list-style-type: none"> • Promotes harmonious working relationships within the organisation. • Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus. • Maintains confidentiality in respect to all St George's operations, business, employees, clients, and patients.
Cultural safety and Te Tiriti o Waitangi To promote cultural awareness within St George's Hospital	<ul style="list-style-type: none"> • Understands and has knowledge of Te Tiriti o Waitangi and its implications for health. • Collaborates with colleagues regarding the integration of Te Tiriti o Waitangi principles of partnership, protection, participation and self-determination with Māori. • Displays a willingness to work positively with organisational strategies to improve patient outcomes for Māori



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Area of Accountability	Expected Results
	<ul style="list-style-type: none"> Promotes an awareness of cultural differences amongst staff and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice
Health & Safety	<ul style="list-style-type: none"> Ensures accidents and untoward incidents occurring in the department are reported. Takes reasonable care for personal health and safety. Co-operates with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers. Attends fire and evacuation lectures and participates in drills as required. Participates in Health and Safety training as mandated by St George's from time to time.
Cyber Security	<ul style="list-style-type: none"> Access computer software applications safely and in accordance with IT code of conduct. Care is taken around keeping user passwords safe and confidential. Any cyber incidents or perceived threats are reported immediately. Complete regular cyber security training videos as required. Abide by hospital's cyber security policy and procedures.
Other Duties	<ul style="list-style-type: none"> Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.

Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> NCEA Level 3 or equivalent 	
Experience & Knowledge	<ul style="list-style-type: none"> Experience with generating invoices using a computerised billing accounting system. Experience with data entry, accounting packages and Microsoft Office Suite (Excel and Word), is essential. Experience with the accounts receivable function. 	<ul style="list-style-type: none"> Experience with a hospital patient management system Experience working in a hospital environment
Personal Attributes	<ul style="list-style-type: none"> Excellent Interpersonal and communication skills Attention to Detail Organised Flexible and able to work as an effective team member Demonstrates initiative and the ability to work unsupervised Outstanding customer service skills 	

Agreed by:



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Signed: _____ Date: _____
(Employee)

Signed: _____ Date: _____
(Accounting Manager)