



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">• Management Accountant• Accounts Receivable Officer• Contracts Administration Team• Chief Financial Officer• IT Patient Billing Applications Specialist• Clinical Nurse Specialists• Ward Services Charge Nurses• Ward Services Manager• Bookings Coordinators	<ul style="list-style-type: none">• Patients and their whānau• 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. Provide backup support and assistance for batch invoicing for Health NZ patients 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. Process prepayments from patients and assist 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 with all colleagues. 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 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.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Understands and has knowledge of Te Tiriti o Waitangi. Collaborates with colleagues regarding the integration of Te Tiriti principles in practice. Displays a willingness to work positively with organisational strategies to improve patient outcomes for Māori
Cultural Safety	<ul style="list-style-type: none"> Promotes an awareness of cultural differences amongst colleagues and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice



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Health & Safety	<ul style="list-style-type: none"> Complies with and supports all health and safety policies, guidelines, and initiatives. Ensures all incidents, injuries and near misses are reported in our H&S reporting tool.
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 	