

Position Description

1. General Information

Position Title:	Business Officer
Division/Department:	Patient Services Centre
Position Reports to:	Patient Services Centre Manager
Enterprise/Individual Agreement:	Epworth Healthcare Health and Allied Services Enterprise Agreement 2022
Classification/Grade:	
Location:	Epworth Eastern
Employment Status:	Full Time/Part Time/Casual
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	NA
Key Relationships - internal and external	<ul style="list-style-type: none">• Patients, inclusive of family member(s), carers & visitors• Practice Managers & VMO rooms• Health funds and Medicare• Epworth HealthCare staff and members of the public

2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation.

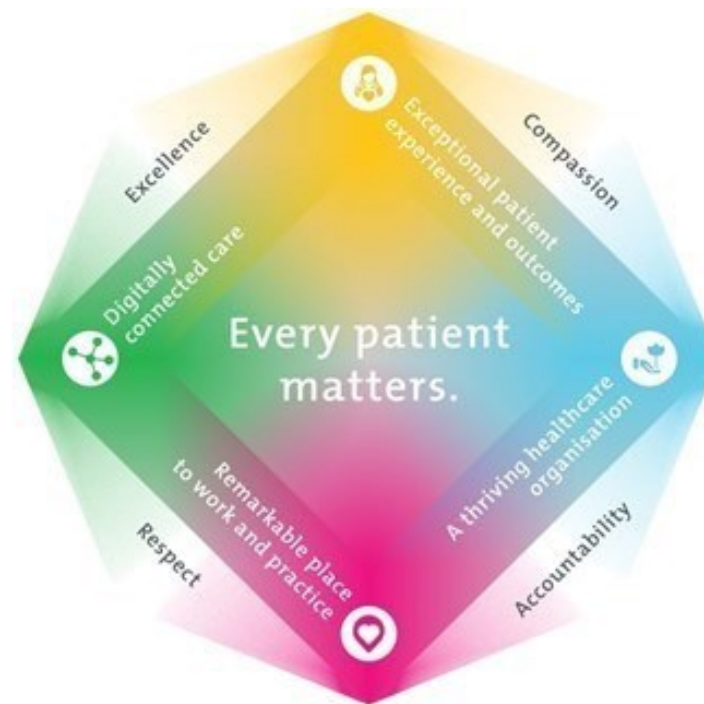
Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way.

Our Values are **Respect, Excellence, Compassion and Accountability**. More information can be found on the [Epworth website](#)

Epworth's purpose is **Every Patient Matters**. Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The primary responsibility of Business Officers is to provide exceptional customer service to Epworth's patients, visitors, doctors and staff.

The Business Officer performs a variety of functions under the Patient Service Centre umbrella including: reception, administration, data entry, patient preadmissions, consulting suites, admissions and discharge; Billing: Health Fund processing; patient scheduling; receiving and processing of maternity, theatre and bed bookings and liaising with medical specialists, practice managers, theatre staff and other stakeholders to ensure efficient and effective use of operating time in producing a comprehensive theatre schedule that best utilises hospital resources.

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Operational Requirements <ul style="list-style-type: none"> • Demonstrates behaviours in accordance with legislative and common law requirements • Demonstrate empathy and compassion to patients and their family, colleagues and VMOs. Respect and uphold the dignity and rights of consumers, relatives, carers, colleagues and members of the community • Input all data related to upcoming theatre bookings and admissions in patient management systems • Review health fund eligibility and/or patient funding prior to admission and ensure compliance to the Informed Financial Consent process • Maintain accurate Health Fund Checks • Provide accurate cost estimates to patients • Receive and receipt patient payment • Preparation of patient histories • Patient admission and transfers are scheduled to deliver best practice in resource utilisation and patient flow • Provide accurate information to patients, practice managers and medical specialists in relation to hospital related charges and general information within the framework of privacy legislation requirements • Patient admissions and discharge processes are managed within a high degree of accuracy and efficiency • Effectively manage telephone charging and associated record management • Maintain patient confidentiality as prescribed by the relevant Acts and organisational policies and protocols • Answer external & internal telephone calls effectively within 3 rings 	<ul style="list-style-type: none"> • Compliance with mandatory and department specific competencies every 12 months or as prescribed • Compliance with legislative and common law requirements • Patient and customer service satisfaction surveys to be within organisational targets • Informed Financial Consent process to be achieved for every patient, prior to admission • Patient payments collected & accurately receipted • Patient flow and journey has minimal disruption • Health Fund Checks to be completed within organisational KPIs • Documentation is accurate and timely within organisational KPIs • Accurate data entry and flawless admissions and discharge information • Sound relationships developed and maintained with customers • Compliance with Information Privacy Act (2000) and the Health Records Act (2000) • Compliance with EEO & Social Media Policies and Protocols of Epworth HealthCare • Demonstrates 100% compliance with privacy legislation and internal protocols when using software systems, with no reported breaches of patient confidentiality • Accurately and securely manages patient information across all platforms, as verified through audits or spot checks • Completes mandatory privacy and data security training annually and applies learnings consistently in daily practice

<ul style="list-style-type: none"> • Utilises all relevant software systems effectively and in accordance with privacy legislation, ensuring patient confidentiality is upheld to the highest standard at all times. • Maintain accurate patient telephone call charge records • Answer patient, visitors & staff enquiries • Maintain neat and professional Patient Services areas at all times • Ensures use of Epworth HealthCare Standard Greeting when answering all external calls • Consistently facilitates the delivery of quality care and service. • Development of working relationships with other hospital departments <p>Effective utilisation of all software in accordance with Privacy laws ensuring patient confidentiality is maintained to the highest standards</p>	<ul style="list-style-type: none"> • Receives positive feedback from supervisors regarding responsible and effective use of software systems in patient-facing and administrative tasks
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Professional Development <ul style="list-style-type: none"> • Participates in the prescribed annual performance development (PDP) system • Evaluates personal performance and actively plans for ongoing self-development • Supports the orientation and onboarding of new staff members 	<ul style="list-style-type: none"> • Completes annual performance development review within required timeframes • Demonstrates progress in self-development goals, with evidence of reflection and planning • Actively contributes to staff orientation activities when requested, with positive feedback from new team members and supervisors
Safety and Wellbeing <ul style="list-style-type: none"> • Comply with all Epworth OHS policies, protocols, and safe work procedures at all times • Participate actively and positively in OHS initiatives to reduce workplace hazards and incidents • Ensure personal actions do not place self or others at risk, in accordance with Sections 21 & 22 of the OHS Act 2004 • Report all hazards, incidents, injuries, and near misses immediately to the manager and log them in RiskMan • Complete all mandatory safety training annually and as required • Actively engage in OHS consultation processes and contribute to safety improvements 	<ul style="list-style-type: none"> • 100% compliance with Epworth's OHS policies and safe work procedures • All hazards, incidents, injuries, and near misses reported within 24 hours and logged in RiskMan • Mandatory safety training completed annually and as scheduled • Demonstrated participation in OHS consultation activities, with contributions documented or acknowledged • No preventable safety breaches or incidents resulting from personal actions • Positive feedback from OHS representatives or managers regarding safety awareness and engagement
Roster and Operations <ul style="list-style-type: none"> • Demonstrates flexibility and reliability in working across a rotating roster that operates from Monday to Sunday, including weekends • Maintains punctuality and readiness for duty at rostered start times, including early mornings and late evenings • Communicates availability and roster preferences professionally and within required timeframes 	<ul style="list-style-type: none"> • Maintains attendance across rostered shifts, including early mornings, evenings, and weekends • Arrives on time for scheduled shifts, with no unapproved late starts or early departures • Provides roster availability and responds to changes within designated timeframes • Demonstrates consistent performance and service delivery across all operational hours, as reflected in peer and supervisor feedback

<ul style="list-style-type: none"> • Collaborates effectively with team members across all shifts to ensure consistent service delivery • Adheres to departmental procedures and service standards across all rostered hours 	<ul style="list-style-type: none"> • Actively contributes to handover and communication processes between shifts to support seamless operations
<p>Consulting Suites</p> <ul style="list-style-type: none"> • Provide administrative support to Visiting Medical Officers (VMOs) and practice managers within consulting suites, including: • Welcoming and assisting patients upon arrival • Scheduling and managing appointments • Processing Medicare rebates and patient payments • Maintaining and updating VMO calendars to ensure smooth clinic operations 	<ul style="list-style-type: none"> • Maintain high patient satisfaction based on feedback and surveys • Ensure all patients are greeted and assisted within 2 minutes of arrival • Maintain minimal error rates in appointment scheduling and calendar management • Ensure daily reconciliation of VMO calendars with no missed or double-booked appointments • Achieve high accuracy in processing Medicare rebates and patient payments • Resolve billing queries promptly • Complete administrative tasks within designated timeframes (e.g., same-day completion) • Maintain zero backlog of unprocessed payments or rebates at the end of each week • Receive positive feedback from VMOs and practice managers in monthly check-ins or reviews • Attend and contribute to 100% of scheduled team meetings and training sessions
<p>Customer Service</p> <ul style="list-style-type: none"> • Delivers excellent customer service to all patients, visitors, and stakeholders in alignment with Epworth’s commitment to compassionate, high-quality care • Answers incoming telephone calls promptly and professionally across all service areas, including front reception, consulting suites, admissions, and EKERA • Responds to email enquiries in a timely, courteous, and accurate manner 	<ul style="list-style-type: none"> • All patients and visitors are greeted promptly and courteously upon arrival • Demonstrates active listening and empathy in patient interactions, with positive feedback reflected in surveys or peer reviews • Escalates service concerns or process issues in a timely manner, with documented follow-up and resolution • Achieves a high satisfaction rating from patients and customers across all service areas

<ul style="list-style-type: none"> • Provides attentive and respectful face-to-face service to patients and visitors in front reception, consulting suites, admissions areas, and EKERA • Maintains a calm and solution-focused approach when managing patient enquiries and concerns across all platforms and locations • Supports a safe, welcoming, and healing environment for patients and families through consistent and empathetic service 	<ul style="list-style-type: none"> • No unresolved service complaints due to lack of escalation or follow-through • Consistently meets service delivery standards across front reception, consulting suites, admissions areas, and EKERA
Team Work <ul style="list-style-type: none"> • Attends and actively participates in all scheduled department and team meetings • Provides positive, respectful, and constructive feedback to team members • Actively contributes to team goals and initiatives as a collaborative team member • Identifies opportunities to assist and support colleagues to promote a positive team environment 	<ul style="list-style-type: none"> • Actively participates in all scheduled team and department meetings, contributing to discussions and initiatives • Provides constructive feedback to team members, with evidence of positive peer and supervisor responses • Demonstrates consistent teamwork by offering support to colleagues and contributing to shared tasks • Receives positive feedback from team members and supervisors regarding collaboration and engagement
Quality Improvement <ul style="list-style-type: none"> • Strives to consistently improve service delivery • Provides suggestions, and feedback on quality activities • Actively participates in quality improvement activities within the department 	<ul style="list-style-type: none"> • Evidence of participation in quality activities Improved customer service • Improvement in performance of unit and Epworth healthcare site • Show a proactive attitude in reviewing, supporting and implementing customer-focused initiatives

6.Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Desirable <ul style="list-style-type: none"> • Qualification in Customer Service • Medical Terminology qualification
Previous Experience	Essential <ul style="list-style-type: none"> • Experience in a similar role • Strong customer focus Desirable • Relatable experience in private healthcare
Required Knowledge & Skills	Essential <ul style="list-style-type: none"> • Excellent computer skills including all MS Office products • Relationship building skills • Highly developed written and verbal communication skills • Excellent time management, interpersonal and organisational skills • Lateral thinking, problem solving & decision-making skills • Sound understanding of iPM, Genie and Aria
Personal Attributes & Behaviours All employees are expected to consistently work in accordance with Epworth's values and behaviours.	Essential <ul style="list-style-type: none"> • Demonstrates responsibility for own professional development • Committed to providing a safe environment for patients & staff • Professional work ethic and presentation • Practices within the ethos of the Epworth HealthCare Values & Behaviours • Self-motivated and self-directed • A team player

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
March 2016	July 2025	Patient Services Centre Manager

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____