

## **Job Description and Person Specification**

**Billing and Accounts Receivable Manager**

**Grade VII Officer**

**Permanent Vacancy**

**HR Reference: HR23E262**

**Closing Date for Applications: Wednesday, 07<sup>th</sup> June 2023**

**Interview Date via Skype: Wednesday, 05<sup>th</sup> July 2023**

HR Business Services,  
St Vincent's University Hospital,  
Elm Park,  
Dublin 4.

Contact: +353 (1) 221 6062 or [recruitment@svuh.ie](mailto:recruitment@svuh.ie)

**Job title / Grade:** Billing and Accounts Receivable Manager (Grade VII Officer)

**Reports to:** Head of Financial Management & Reporting

### **Key Duties and Responsibilities**

- Full management responsibility for the operation of the accounts receivable team, including patient accounts and cash office (currently 11TE)
- Responsible for all aspects of the Income and Accounts Receivable ('AR') process including
  - Hospital Billing
  - Debt Collection
  - Reporting and analysis
  - Other management responsibilities

#### *Hospital Billing*

- Patient income: Responsible for management of the hospital billing process for all applicable patient charges to ensure that hospital billing is complete, accurate and delivered in a timely manner. Patient income includes private income (predominantly from insured patients), statutory charges under the Health Act and other relevant patient charges (Emergency Department, Non-EU patients, Road Traffic Accidents etc).
- Responsibilities in relation to private income include managing:
  - Involved in the process of identification, assessment and recording of patients who wish to be treated privately and review of their health insurance status if applicable.
  - The timely and accurate completion of insurance submissions in relation to relevant private patients in line with all applicable requirements, agreements and regulations.
  - Liaising with all stakeholders as required, e.g. patients, clinicians, health insurance companies etc.
  - The understanding and implementation of all new or changed requirements in relation to private patient income.
- Other income: Managing the accurate, complete and timely billing in relation to all other income streams for the hospital.

#### *Debt collection*

- Management of all aspects of Credit Control for the collection of hospital debtors including, inter alia, procedures and processes for account statements, reminders and managing relationship with debt collection agencies to ensure efficient debt collection process.
- Reviewing, managing and authorising bad debt write-offs and working closely with Financial Management and Reporting in relation to the required level of provisioning required in the Hospital's financial accounts.

### *Reporting & Analysis*

- Preparation of management reports, analysis and information as required by Financial Management and Reporting in relation all aspects of income and AR.
- Processing and reconciliation of monthly control reports and other financial control processes in line with month end reporting deadlines.
- Assisting with responding to queries from relevant internal and external stakeholders.

### *Other management responsibilities*

- Ensuring that the Head of Financial Management & Reporting is kept advised of all key matters in relation to the appointee's area of assignment in a timely manner.
- Appropriately managing patient and other queries and complaints in relation to hospital charges and related matters.
- Continuous development and management of the hospital's Billing and Debt collection Systems.
- Develop and maintain operating policies and procedures in relation to income and AR.
- Maintain an appropriate level of internal controls to ensure the safeguarding of the hospital's income and AR function.
- Developing effective working relationships with all relevant stakeholders including clinicians, internal department heads and health insurers.
- Ensuring strict security measures with regard to the collection and custody of cash.
- Responsibility for on-going development and training of team members
- Participation in projects as required for the purpose of improving or maintaining hospital billing and debt management procedures.
- Dealing with auditor queries that refer to patient billing and queries relating to the receipting and lodgement of cash received in the office.
- Manage performance, grievance, disciplinary and other HR issue in relation to the unit's staff in the context of the Hospital's HR policies and procedures.
- Review existing work practices, policies and procedures to identify opportunities for improvement and introduce any required change initiatives.
- Act as a specialist on all hospital income and AR matters and provide advice and guidance to management and clinicians on such matters as required.

- Any other additional roles, responsibilities or tasks as may be assigned to this post by the Head of Financial Management & Reporting at any time.

**The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office. This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.**

**The Hospital Structure is currently under review and therefore, reporting relationships may change.**

**Informal Enquiries or Role Specific Enquiries:** Ms Warren Sullivan, Head of Financial Management & Reporting, Tel: (01) 221 4246. Email: [warrensullivan@syhg.ie](mailto:warrensullivan@syhg.ie)

### Person Specification

Factors	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Leaving cert or equivalent</li> <li>A high level of numeracy and computer skills are essential as well as proficiency in the use of Microsoft Excel and Word</li> <li>Demonstrable records of strong administrative skills</li> </ul>	<ul style="list-style-type: none"> <li>Recognised Qualification in Accounting / Business Management</li> <li>Demonstrable records of continuing professional development.</li> </ul>
<b>Experience</b>	Minimum of 5 years' experience working with accounting/ financial systems	<ul style="list-style-type: none"> <li>Experience in accounts receivable/billing/credit control environment</li> <li>Experience in dealing with Private Health Claims and Insurers at a senior level</li> <li>Exposure at a management/supervisor level in the public or private sector operating in an accounts/finance environment</li> <li>Track record in process improvement</li> </ul>
<b>Core Competencies</b>	<p>Knowing the Health Service &amp; How it works.</p> <p>Delivering Quality &amp; Fairness for Service Users.</p> <p>Planning &amp; Managing Resources.</p>	

	Creating Team Spirit. Being the communication channel. Influencing People and Events. Managing individual performance. Embracing the Change Agenda. Being a Role Model.	
<b>Health</b>	Candidates for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.	
<b>Character</b>	Candidates for and any person holding the office must be of good character.	

#### **Particulars of Office:**

**The appointment is:** Permanent, Whole-time and Pensionable

A panel may be formed to fill future vacancies.

**Annual Salary:** €55,024 – €71,529 per annum pro rata **(01/03/2023)**

These particulars are subject to change in line with overall public pay policy.

*\*Candidates should expect to be appointed on the minimum of the salary range and in accordance with the Department of Finance guidelines.*

**Probationary Period:** The appointee shall hold office for a probationary period of six months – The Hospital's Probation and Induction policy will apply.

**Pension Scheme:** The candidate will be entered into one of the Hospital Superannuation Schemes.

**Working Hours:** The person appointed will work a basic 35 hour week. You will be required to work the agreed roster / on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 8am – 8pm over seven days to meet the requirements for the extended day services in accordance with the terms of the Framework Agreement. (Reference HSE HR Circular 003/2009). Flexibility on hours of attendance in response to service needs will be a requirement.

**Annual leave entitlement:** 30 working days per annum pro rata. Annual leave accrued must be taken within the duration of the contract or calendar year and as agreed between the candidate and the Head of Department.

### **Additional Information**

#### **Policies / Legislation**

All Hospital policies and procedures form an integral part of an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy) and the Hospital's ethical codes of practice. Employees are required to abide by the hospital's code of behaviour and the code of practice as defined by their relevant professional body.

#### **Hygiene**

During the course of employment staff are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of St Vincent's University Hospital's quality system to ensure the safety and well-being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

#### **Confidentiality**

In the course of your employment you may have access to, or hear information concerning the medical or personal affairs of patients, students, staff and / or other health service business. Such records and information are strictly confidential and, unless acting on the instruction of an authorised officer, such information must not be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

#### **Please note the following:**

- The Hospital Board is not responsible for loss or theft of personal belongings.
- Fire orders must be observed and staff must attend fire lectures periodically.
- All accidents within the department must be reported immediately.
- In line with the Safety, Health and Welfare at Work Act (2005), smoking within the Hospital building is not permitted.
- All Staff are advised to avail of Hepatitis B Vaccination with Occupational Health.
- The use of personal mobile phones is prohibited in clinical care areas.

**Application Process:** St. Vincent's University Hospital is an equal opportunities employer and is committed to promoting an environment free from discrimination in accordance with the Employment Equality Acts 1998 and 2004. The Hospital values diversity and recognises the benefits of having a workforce that reflects the community we serve. We are committed to equality of access to positions within the Hospital. All recruitment activity and documentation will encourage applications from all potential candidates without discrimination.

Interested candidates should apply for vacancies of interest by visiting the Hospital Careers pages: <http://www.stvincents.ie/Home/Careers.html>

- Note the closing date(s) for the submission of on-line applications are specified on the list of vacancies. St. Vincent's University Hospital are not able to accept late applications.

- It is the applicant's responsibility to ensure that they apply well in advance of the closing date.
- Any applications which are still in progress but have not been submitted after the closing date will not be registered by our Web Recruitment System. Clinical Nurse Specialist – Breast Care Page 11 of 13
- Applications for St. Vincent's University Hospital job vacancies will only be accepted through our Web Recruitment System.
- St. Vincent's University Hospital may only take into account technical issues raised by an applicant if advised to our Human Resources Department prior to the advertised closing date.

**Non-European Economic Area Applicants:** While St. Vincent's University Hospital is an equal opportunities employer, in line with current Department of Jobs, Enterprise and Innovation Employment Permit requirements, applications from non-European Economic Area (EEA) will only be considered in the event that an EEA citizen cannot be found to fill the vacancy. Please note that if you are a NON-EEA applicant and are unable to supply documents (listed on [www.djei.ie](http://www.djei.ie)), you are not entitled to participate in this recruitment competition. This is in accordance with the EU Community Preference Rule. Further information is available at [www.djei.ie](http://www.djei.ie).

**Former Public Service employees:** Eligibility to compete may be affected where applicants were formerly employed by the Irish Public Service and previously availed of an Irish Public Service Scheme including: -

- Incentivised Scheme for Early Retirement (ISER)
- Department of Health and Children Circular (7/2010)
- Collective Agreement: Redundancy Payments to Public Servants

Applicants should ensure that they are not precluded from re-engagement in the Irish Public Service under the terms of such Schemes. This is a non-exhaustive list and any queries should be directed to an applicant's former Irish Public Service Employer in the first instance.

**Shortlisting:** Shortlisting will be carried out on the basis of information supplied on your curriculum vitae. The criteria for shortlisting are based on the requirements of the post as outlined in the Person Specification. Failure to include information regarding these requirements on your CV may result in you not being called forward to the next state of the recruitment process.

All overseas qualifications must be validated. No candidate can work in the Hospital without validated qualifications. If professional registration is also a requirement, candidates must provide documentation of same.

Canvassing will automatically disqualify.

Please note that you will be contacted mainly by mobile phone and email. It is important that your mobile phone number, postal address and email address are correct. It is your responsibility to ensure that you have access to your mobile voice mails and emails. We recommend that you use an email address that you have regular access to.

Competency based interviews follow the shortlisting stage of the recruitment process. Credit is awarded by the interview panel to candidates who demonstrate at interview that they possess the experience, competencies and skills listed in the person specification. Candidates will normally be given at least one week's notice of interview. Interviews are held in person only, no subsequent or alternative dates to dates given will be offered to candidates. All interviews are held in the HR Department of St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description. All posts are

located in St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description.

**Disability:** Please let us know if you need any special assistance at interview, e.g. if you have difficulty in moving up or down stairs or have hearing or speech difficulties.

Candidates are notified of the result of their interview at the earliest possible date after the interview. The recommendation of the interview panel does not constitute a job offer. The process continues after the interview and includes clearance checks such as references, Garda clearance, occupational health clearance, validation of qualifications and experience. A job offer is made pending satisfactory clearances. SVUH reserves the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances cannot be obtained or are deemed unsatisfactory.

For some recruitment competitions a panel of successful candidates may be formed as a result of the interviews. Candidates who obtain a place on the panel may, (within the life of the panel), be considered for subsequent approved vacancies. Candidates are placed on a panel in order of merit. A panel is typically live for 6 months.

It is normal procedure that candidates be placed on the first point of the relevant salary scale in accordance with the Department of Finance guidelines.

**Declaration:** Please read your application carefully and check for any errors or omissions. False declaration or omission in support of your application will disqualify you from appointment.

### **Benefits of working at St Vincent's University Hospital**

St. Vincent's University Hospital is a recognised Employer of Choice in Ireland and was the first public hospital to be awarded Joint Commission International Accreditation in February 2010. The range of benefits of working in the hospital includes:

- Competitive salary and increments
- Defined benefit pension scheme
- Paid maternity leave scheme
- Access to excellent learning and development opportunities
- Support, including leave and/or financial, is available to employees for approved courses
- Onsite and online library facilities
- Subsidised staff restaurant
- Various flexible working hours' options available in many areas
- Time off and leave options to promote work life balance and family friendly working arrangements
- Subsidised pharmacy - employees may purchase discounted medication from the Pharmacy on production of a prescription resulting in significant savings.
- Generous sick pay scheme and Occupational Health Services to support attendance including free flu vaccination for employees
- Access to subsidised gym facilities
- Access to health services credit union
- Group discount on health insurance
- Free membership of Groupschemes.com which provide hundreds of discounts to members of the scheme and direct access to a wide range of savings on day-to-day items across a wide range of products and services including travel, clothing, motor, health and wellbeing, music and entertainment.



- Tax saver commuter ticket scheme - employees can save up to 48% of travel costs as a result of tax savings Clinical Nurse Specialist
- Cycle to Work Scheme and changing facilities
- Access to Health Promotion services including smoking cessation programme
- Active Social Committee
- Excellent access to public transport including dart and bus routes.

**St Vincent's University Hospital buildings and grounds are **smoke-free****

<p><b>This job description is intended as a basic guide to the scope and responsibilities of the position; it is subject to regular review and amendment as necessary.</b></p>
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**Date: May 2023**