

Position title	Senior Director – Patient Accounts, Hospital Revenue and Financial Services
Position number	P70906
Directorate	Canberra Health Services
Division	CFO Division
Business unit	Revenue, External Budgets and Finance Process Improvements
Classification	Senior Officer Grade A
Location	Bowes St, Phillip / ABW
Reporting relationships	Direct Manager: EBM, Revenue, External Budgets and Finance Process Improvements Manager +1: EGM, CHS CFO
Last reviewed	July 2026

Canberra Health Services

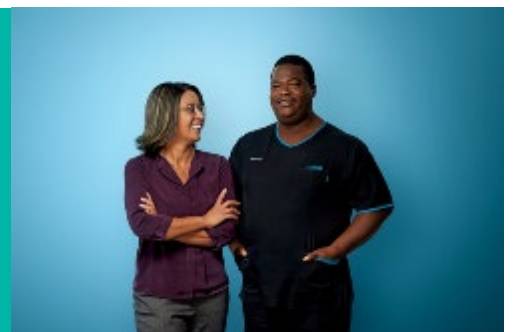
Canberra Health Services (CHS) is focused on the delivery of high quality, effective, person-centered care. We provide acute, sub-acute, primary, and community-based health services, to the Australian Capital Territory (ACT) and surrounding regions. More information can be found on the CHS website.

We are committed to workforce diversity and creating an inclusive workplace.

Our Vision: creating exceptional health care together.

Our Role: to be a health service that is trusted by our community.

Our Values: Reliable, Progressive, Respectful and Kind.



Position overview

The Chief Financial Officer Division is led by the Chief Finance Officer (CFO) who reports to the Chief Executive Officer (CEO) of Canberra Health Services. The CFO Division is responsible for the development and maintenance of budgets, financial management, and for providing strong operational finance, procurement, supply chain and performance reporting and decision support analysis across the health service. The sub-units within the CFO branch include the Financial Performance and Support Unit, Hospital Revenue and Financial Services, Decision Support Unit and Procurement & Supply.

The **Senior Director, Hospital Revenue and Financial Services** is a leadership and management position that provides strategic and operational leadership for Canberra Health Services own source revenue operations and has primary responsibility for managing the functions and leading the Patient Accounts and Hospital Financial Services teams.

The position is responsible for effective revenue control, recovery and private practice administration to optimise revenue outcomes, strengthen financial governance and ensure legislative and policy compliance. The role is key in leading and managing initiatives that will enhance the efficiency, effectiveness, and sustainability of Canberra Health Services, focusing on revenue monitoring and assurance whilst implementing system and process improvements.

This role offers a unique opportunity to shape the financial sustainability of a major public health service, influence system-wide revenue practices, and lead transformational change across complex hospital and community care environments.

Key responsibilities

Specific responsibilities include, but are not limited to, the following:

- Provide strategic direction and governance for Patient Accounts and Hospital Financial Services teams to deliver high quality, patient-focused account processing and a seamless end-to-end patient financial journey.
- Build a high performing team by developing capabilities in managers, embedding accountability for outcomes and fostering a culture of data-driven decision making and continuous improvement.
- Lead the development, implementation and review of financial services policies and procedures that deliver measurable improvements in cashier services, VMO claims, bonus/superannuation payments, Private Practice Fund Administration function and Interstate Patient Travel Assistance Scheme (IPTAS) tasks.
- Provide authoritative, specialist advice to executives on revenue optimisation opportunities, legislation and policy impacts (including activity-based funding), and complex revenue matters.
- Lead the development, implementation and review of revenue strategies, policies, procedures and business rules (including inpatient and outpatient billing pathways) that deliver measurable improvements in collections, reduced revenue leakage and strengthened compliance performance.
- Drive continuous improvement by establishing a framework to routinely review systems and processes, identify efficiency opportunities and implement change, including leveraging technology, automation and data to improve revenue outcomes, streamline workflows, and enhance service delivery.
- Lead revenue budgeting, forecasting and performance reporting, including monitoring and reporting against key performance indicators for revenue generation, process efficiency and debt management, and providing insight-based recommendations to senior stakeholders.
- Represent Canberra Health Services on relevant revenue governance forums, committees and user groups; maintain constructive relationships with clinical leaders, Department of Health representatives and internal/external audit to support compliance and delivery of revenue initiatives.
- Ensure patients and other staff are treated fairly and with mutual respect and understanding, regardless of cultural, religious, ethnic and linguistic backgrounds, gender, identity, ages or abilities.
- Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken to ensure high quality, safe services and workplaces.

Competencies

Specific responsibilities include, but are not limited to, the following.

- Applies financial and strategic judgement to align revenue opportunities with organisational priorities, translating complex funding models and policy settings into clear, actionable strategies that optimise financial performance.
- Engages and influences senior clinical, executive, and government stakeholders to drive alignment on revenue strategies, resolve complex funding and compliance issues, and embed consistent, organisation-wide practices.
- Leverages sophisticated financial, operational, and performance data to identify revenue risks and opportunities, generate actionable insights, and support evidence-based decision-making at executive level.
- Leads and sustains organisational change by embedding new systems, processes, and ways of working, fostering a culture of accountability and continuous improvement to deliver measurable and lasting performance uplift.

Qualifications

Specific responsibilities include, but are not limited to, the following.

Essential	Desirable
• Relevant tertiary qualifications in Business, Finance, Health Administration, or related field. • 5+ years' experience in healthcare finance, public accounting and/or private industry with knowledge of health revenue, accounts processing and hospital financial services.	• Certified Practicing Accountant, Chartered Accountant member or equivalent.

Experience

Specific responsibilities include but are not limited to the following.

Essential	Desirable
• Knowledge of health revenue and funding models (e.g., ABF, Medicare, private health insurance). • Demonstrated experience with financial reporting, budgeting and forecasting.	• Demonstrated experience using health systems such as PBRC and DHR • Demonstrated experience in system and business process improvements.

Prior to commencement

Appointment to this position is conditional on being granted and retaining appropriate clearances. • Pre-employment National Police Check.

Important information

All employees are required to:

- adhere to the Canberra Health Services Values and the ACT Public Service Code of Conduct
- act in accordance and comply with all relevant Safety and Quality policies and procedures.

Key selection criteria

These are the key capabilities for how you will be assessed in conjunction with your resumé and experience. It is important to present your application in a way that demonstrates significant outcomes associated with each of the criteria, as well as the key responsibilities and competencies that underpin them.

1. Demonstrated expert knowledge of own-source revenue, private patient regulatory requirements, Medicare requirements, patient billing activities and referral processes in a public hospital, primary health care, community and aged care environment.
2. Proven ability to provide authoritative strategic advice to senior leaders and translate legislation and policy into practical governance, processes, controls and business rules.
3. Demonstrated success in leading revenue optimisation and continuous improvement initiatives, including the effective use of technology, automation and data-driven performance insights, resulting in measurable financial improvement.
4. Strong people leadership capability, including coaching and developing managers, leading change and fostering a culture of accountability, collaboration and continuous improvement
5. Demonstrated experience in delivering accurate budgets for revenue, reliable monitoring and forecasting, and insightful variance commentary and analysis.
6. Highly developed communication, negotiation and stakeholder management skills, including the ability to influence and build partnerships with clinical leaders, Department of Health representatives and internal/external audit.
7. Demonstrates understanding of, and adherence to, safety and quality standards, Work Health and Safety and the positive patient experience. Displays' behaviour consistent with CHS's values of reliable, progressive, respectful, and kind.

Work environment description

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

Administrative	Frequency
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never

Travel	Frequency
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally

Physical demands	Frequency
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

Psychosocial demands	Frequency
Distressed People e.g. Emergency or grief situations	Never
Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness	Never
Unpredictable People e.g. Dementia, mental illness, head injuries	Never
Restraining e.g. involvement in physical containment of clients/consumers	Never
Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Never

Specific hazards	Frequency
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Never
Slippery or uneven surfaces	Never

Manual handling	Frequency
Lifting 0 – 9kg	Occasionally
Lifting 10 – 15kg	Never
Lifting 16kg+	Never
Climbing	Never
Running	Never
Reaching	Occasionally
Kneeling	Never
Foot and leg movement	Frequently
Hand, arm and grasping movements	Frequently
Bending/squatting	Occasionally
Bend/Lean Forward from Waist/Trunk twisting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally



Acknowledgement of Country

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.

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canberrahealthservices.act.gov.au/accessibility

