



The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 127-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

**We invite applications for the following position:**

**REVENUE SUPERVISOR**

**Salary range: CI\$75,228 – CI\$101,160 per annum**

**The Revenue Supervisor ensures timely self-pay collections, accounts receivable, client billing and financial planning for patients.**

**Primary Responsibilities:** The successful candidate is responsible for the supervision of Self-Pay collections and the Patient Financial Services (PFS) department account receivables. He/she will develop, plan, organize and implement current and future strategies to bill customers, process payments, minimize bad debt, improve cash flow, and manage the overall health of the hospital's receivables. This includes meeting all daily, weekly, and monthly revenue performance targets as set by the P.F.S. manager. The candidate sets and manages all daily, weekly, and monthly performance targets for all the departments' payment processors and the self-pay collectors. The successful candidate also maximizes revenues by tracking short-term and long-range patient-pay and third-party reimbursement issues, recommending potential opportunities, recognizing potential risk thus preventing revenue reducing.

**Qualifications and Experience:** The successful candidate must have a Bachelor's Degree in Accounting or Finance or a relevant discipline. Must have a minimum of four (4) years supervisory experience, preferably in a hospital financial setting. The candidate will possess good planning, organizational and interpersonal skills. Must have advanced computer skills, including Microsoft Word, Excel. Familiarity with using MS Access and Universal Medical Billing Forms (UB04, HCFA 1450, HCFA 1500, ADA, etc.) would be an asset but not required.

**A remuneration and benefit package, commensurate with experience and qualifications will be offered to the successful candidates of these post.**

**NOTE: Incomplete applications will not be considered. All applicants must complete and submit an HSA Application Form, via e-mail to [hsa.jobs@hsa.ky](mailto:hsa.jobs@hsa.ky) using pdf format. Log on to our website at [www.hsa.ky](http://www.hsa.ky) to access Application Form and Job Description.**

**Application Deadline: February 8, 2026**

*Committed to Caring for You*



## Job Description

<b>Job title</b>	<i>Revenue Supervisor</i>	<b>Job Holder</b>	<i>Vacant</i>
<b>Reports to</b>	<i>Patient Financial Services Manager</i>	<b>Section</b>	<i>Patient Financial Services (PFS)</i>

### Background Information

The Cayman Islands Health Services Authority (“HSA”) provides and administers health care services and public health functions for residents of the Cayman Islands in accordance with the National Strategic Plan for Health.

Services are delivered primarily through the 127-beds at the Cayman Islands Hospital (the country’s principal health care facility), and the 18-beds at the Faith Hospital on Cayman Brac. Ancillary services are offered at district health centres, and clinics for dental and ophthalmologic care. Residents of Little Cayman can access care through the island’s clinic which is a purpose-built facility.

This position plays a key supervisory role within the Patient Financial Services Department (PFS) revenue recovery and recording process. The role provides supervision to the Payment Processors and Self Pay Collection teams.

### Job purpose

To ensure timely self-pay collections, accounts receivables, client billing and financial planning for patients

### Dimensions

- Post holder is responsible for the supervision of Self-Pay collections and the PFS department account receivables. Additional responsibilities to develop, plan, organize and implement current and future strategies to bill customers, process payments, minimize bad debt, improve cash flow, and manage the overall health of the hospital’s receivables.
- This position reports directly to the Manager of Patient Financial Services Department.

### Duties and responsibilities

- Meet all daily, weekly, and monthly revenue performance targets as set by the PFS Manager.
- Set and manage all daily, weekly, and monthly performance targets for all the departments’ payment processors and the self-pay collectors.
- Maximize revenues by tracking short-term and long-range patient-pay and third-party reimbursement issues, recommending potential opportunities, recognizing potential risk thus preventing revenue-reduction.

- Direct daily supervision of the collections and payment processing staff; providing daily direction to all aspects of payment processing and accounts receivable management, including ensuring the achievement of the PFS department goals related to revenue, cash collection, accounts receivables and bad debt management.
- Ensure that the daily collection tasks are assigned in a timely manner to the Self-Pay collectors via their collection queues on a daily basis.
- Work in conjunction with the Insurance/Billing Supervisor to oversee the daily production of insurance billing and collection inclusive of all 837s submission and 835s, the scrubbing of the ATB and all revenue generating activities.
- Assists in the development and maintenance of an effective and efficient system and related processes for the collection for patient services.
- Ensures that collections and payment processing staff are adequately trained and supported; training should incorporate cross-training in all other areas of the department.
- Prepares daily quality reviews of all collection activity.
- Works with the Cerner Business Analyst and designated IT staff to ensure the ease and effectiveness of payment methods or electronic formats as requested by each category of payer.
- Attends weekly meetings with other PFS Supervisors and the PFS Manager to discuss matters relevant to the revenue cycle and weekly performance expectations.
- Stays abreast of industry advancements in electronic payment posting, electronic eligibility and authorizations and bringing those advancements to the attention of the Manager of PFS and appropriate IT personnel.
- Other relevant duties as requested by the Manager of Patient Financial Services.

## **Qualifications, Experience & Skills Requirement**

### **Education and Experience Requirements:**

- Have a Bachelor's Degree in Accounting or Finance, or a relevant discipline.

### **Performance Requirements:**

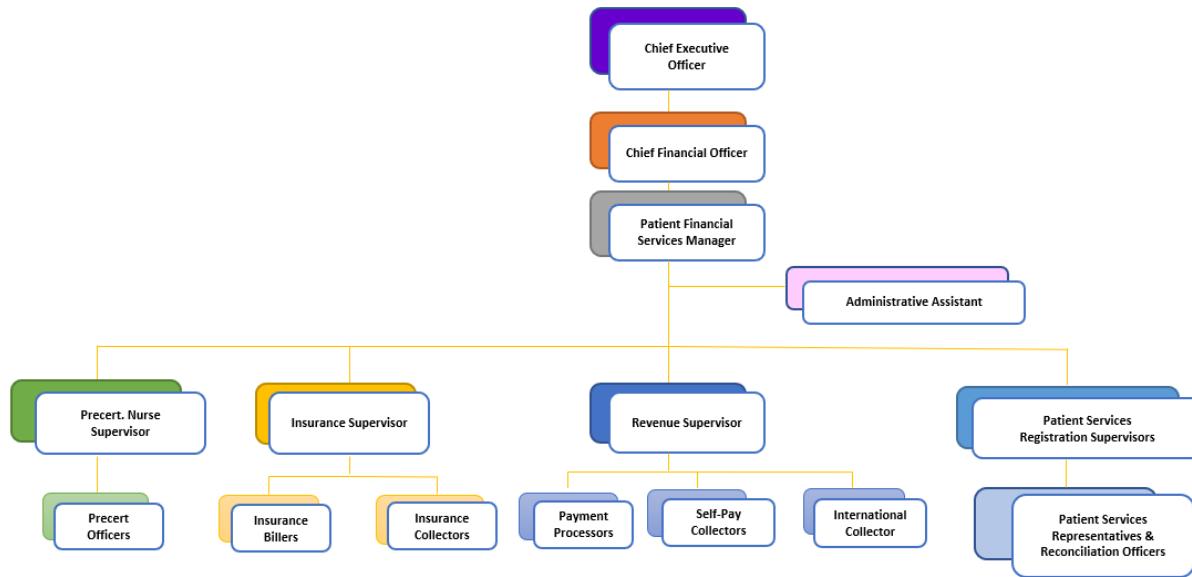
#### **Knowledge:**

- Have a minimum of 4 years supervisory experience, preferably in a hospital financial setting.
- Possess good planning, organizational and interpersonal skills.

#### **Skills and abilities:**

- Have advanced computer skills, including Microsoft Excel, Word.
- Experience using Access would be an asset.
- Familiarity with the Universal Medical Billing Forms (UB04, HCFA 1450, HCFA 1500, ADA, etc.) would be preferred.

## Reporting Relationship



## Direct reports

This is a front-line leadership role, requiring day-to-day supervision of specialized billing and collection staff.

## Other Working Relationships

- Insurance Collections Team
- PFS Pre-certification Team
- Finance Accounts Team
- Reconciliation Team
- Health Insurance Providers
- Corporate Compliance Team

## Decision Making Authority and Controls

The post holder will make day-to-day decisions on the routine matters and will when required refer to the PFS Manager or other sections for support. Implement and supervise strategic revenue decisions made by the PFS Manager, CFO, or Senior Management Team.

## Working conditions

Office type of working environment with much time spent with staff. Some project type work in reviewing and improving systems. The core hours for this position are 8:30 am to 5:00, Monday through Friday, unless otherwise agreed upon by the post holder and the PFS Manager, or as necessary for the completion of job duties.

## Physical requirements

The position requires the incumbent to do repetitive tasks with few breaks, and so forth.

## Problem/Key Features

- The post holder has to carry out duties in a manner that ensures timely production and delivery of bills and invoices.
- This can be a fairly stressful job, with pressures coming from Management to increase efficiency, whilst at the same time, process issues may be a hindrance to performance.

## Evaluation Metrics

- Meet all daily, weekly, and monthly revenue performance targets as set by the PFS Manager.
- Achievement of PFS department goals related to revenue, cash collection, accounts receivables and bad debt management.
- % reduction in long outstanding debt on the ATB to be achieved through scrubbing, and either collecting or assigning for write off.

<b>Approved by:</b>	<i>CFO</i>
<b>Date approved:</b>	<i>20-Jan-24</i>
<b>Reviewed:</b>	
<b>Next Review</b>	
<b>Manager's Signature:</b>	
<b>Date:</b>	
<b>Employee's Signature:</b>	
<b>Date:</b>	