Position Description

Administration Assistant – Anaesthesia Department

Classification:	Administration Officer Grade 2, Levels 1-5 (HS2 – HS21)
Business unit/department:	Anaesthesia
Work location:	Austin Hospital
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Full-Time *(Part-time job share will be considered at minimum 20hrs/week)*
Hours per week:	38 (+ ADO) *(Part-time job share minimum 20hrs/week)*
Reports to:	Business Manager, Anaesthesia
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	November 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

The Administrative Assistant provides comprehensive administrative, secretarial and clerical support to the Department of Anaesthesia. The role supports coordination of medical staff rostering, timesheets, leave management, billing and trainee recruitment, while supporting senior medical staff and daily departmental operations. The position requires strong organisational skills, accuracy, discretion and effective communication to ensure the efficient delivery of departmental services.

About the Directorate/Division/Department

Austin Health operates across three campuses: the Austin Campus, the Repatriation Campus, and the Royal Talbot Rehabilitation Centre. Anaesthesia services are provided by the Department of Anaesthesia at both the Austin and Repat sites, with the department based on Level 2 of the Austin Tower. The department includes a diverse team of medical, nursing, and administrative staff, and supports anaesthesia across 11 theatres, 2 endoscopy suites, and 2 procedure rooms in the Harold Stokes building, as well as in Radiology and the Cardiology Cath Lab. The Repatriation Campus houses the Surgery Centre, an elective surgery facility with 8 theatres and independent anaesthesia leadership, although administrative support comes from the Austin Campus.

Surgical services at Austin encompass most specialties except Cardiac Transplantation, Obstetrics, and Complex Paediatric Surgery, with the hospital recognized as a statewide referral centre for liver transplantation and spinal injuries. The department also manages a comprehensive Pain Service and maintains a strong research program led by a Head of Research and supported by dedicated research staff. Despite separate anaesthesia departments, the Austin and the adjacent Mercy Hospital for Women maintain close ties. Recognizing the complexity of modern anaesthesia, the department values a wide range of specialist skills, encouraging individual anaesthetists to contribute their unique expertise to ensure high-quality, well-rounded care.

Position responsibilities

General

- Deal with all enquiries initially directed to the Department of Anaesthesia in a mature, courteous, and polite manner. This includes reception of visitors to the Department, handling telephone calls, faxes, emails, and mail.
- Exercise total discretion and confidentiality as well as good personal judgement on sensitive matters.
- Use own initiative and good judgement in relation to prioritisation of demands, giving prompt attention and acting quickly when required. Analyse situations and information clearly, accurately communicate it and/or make recommendations as required.
- Work as a member of the team in a cooperative manner so that effective team function is maintained.
- Liaise with other departments in a friendly manner to ensure efficient exchange of information.
- Provision of services for Senior Medical Staff including attending to organisational matters: diaries, meetings, liaison with other departments or Divisions and involvement with routine correspondence. Senior Medical Staff includes Director of Anaesthesia, Deputy Directors, Staff Anaesthetists, and Visiting Medical Staff.
- Maintain and distribute all updates for telephone directories.
- Organise and ensure all full-time Senior Medical Staff complete annual mandatory training.
- Maintain Department diary bookings for non-theatre activities etc.
- Maintain a comprehensive paper and electronic filing system for the Department in consultation with the Business Manager.
- Ensure Liver Transplant patient waiting list is current and filed in relevant place for use by Liver Transplant Anaesthetists.
- Ensure adequate food, stationery and office equipment supplies are available by monitoring and ordering of relevant supplies.
- Coordinate minor service or repairs within the Department.
- Maintain electronic bookings for Department Conference Room and Meeting Room.
- Attend and take minutes at staff meetings in the absence of the Business Manager.
- Undertake other duties as required and requested from time to time by the Business Manager.
- Perform other duties as required.

Billing

- Preparation and recording of patient account forms and forwarding these account forms to the Finance Department in a timely manner, i.e. ensure billing is completed quarterly within appropriate timeline.
- Ensure information regarding private patients is passed on to relevant staff.
- Promote hospital facility for private practice billing of Austin Patients with Visiting Anaesthetists and ensure appropriate paperwork is completed.
- Ensure follow-up of any outstanding account forms with all relevant consultants.
- Ensure Q Manager entries completed for Anaesthesia Preoperative Admission Clinics (Outpatients).
- Processing and recording of CME claims from Senior Medical Staff within the Division in a timely manner, ensuring that all documentation is correct before forwarding to the Finance Department.

Medical Staff timesheet and roster preparation

- Complete timesheets for all Anaesthesia medical staff (full-time Staff Anaesthetists, Visiting Anaesthetists, Registrars and HMOs = 160 staff members) for processing by Payroll Department.
- Record all leave applications in appropriate leave planner communicating approved leave to payroll and relevant departments.
- Calculate and maintain conference leave balances for consultant anaesthetists.
- Respond to queries by Anaesthesia Department members in relation to pay and leave matters. Follow up

rectification of salary errors.

- Support Deputy Director and Rostering Anaesthetist in the preparation of the Departmental weekly roster.
- Support the Senior in Charge for both campuses, including assistance in the re-distribution of staff due to sick leave daily.
- Each Friday, once the weekly roster has been completed, allocate in SurgiNet all anaesthetists to the relevant ORs at The Surgery Centre and Austin.

Position responsibilities - continued

Junior Medical Staff recruitment support

- For anaesthesia trainee positions, in conjunction with the Business Manager and Medical Workforce Unit, ensure the receipt of all relevant application documentation.
- Coordinate and process all paperwork for shortlisting, interviews, and employment.
- Support the Supervisors of Training in the coordination of the trainee's tutorial programs.
- Check visa and registration requirements for trainees. Where required, prepare visa and medical registration applications for overseas trainees, ensuring follow-up of applications in time for employees' start dates.
- Assist in the preparation of a range of documents towards the commencement/termination of trainees for the new training year.
- Distribute Department Admin Handbook, Clinical Protocols, and relevant documentation to all trainees.
- Liaise with the Director of Anaesthesia, the Supervisors of Training, and the coordinators of meetings to ensure maintenance of a file of documents from educational and academic Departmental meetings.

Selection criteria

Essential skills and experience:

- A commitment to Austin Health values:
  - Our actions show we care
  - We bring our best
  - Together we achieve
  - We shape the future
- Ability to work autonomously and as a member of a dynamic team.
- Demonstrated knowledge and experience with Microsoft Office.
- Strong communication skills both verbal and written.
- Demonstrated ability to liaise with a wide range of people.
- Excellent organisational, administrative, and clerical skills.
- Fast and accurate typing skills.
- Capacity to work under pressure and the ability to work effectively in a small team environment.
- Well-developed time management skills and ability to prioritise tasks.
- Ability to problem solve and be self-motivated.
- Demonstrated ability to work in a complex and changing environment.
- Developed computer skills and sound administrative skills.
- Accurate data management.

Desirable but not essential:

- Previous experience in the health industry
- Familiarity with medical terminology

Professional qualifications and registration requirements

There are no qualifications or registration requirements for this role.

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.

- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: our actions show we care, we bring our best, together we achieve, and we shape the future.
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety
Austin Health is committed to creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

Equal Opportunity Employer
We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment
We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.