

Position Description

Administrative Officer

Classification:	Administrative Officer Grade 2
Business unit/department:	Nutrition and Dietetics
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Full-Time or Part-Time
Hours per week:	30-38 hours per week
Reports to:	Manager: Nutrition and Dietetics
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	July 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung 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.

Position purpose

Provide high-quality administrative, reception and office management support to the Nutrition and Dietetics Department, acting as the central point of contact for staff, patients and stakeholders, and ensuring efficient operations in accordance with departmental and organisational standards.

About the Directorate/Division/Department

This position is based within Austin Health's Nutrition and Dietetics Department. This department forms part of the Division of Allied Health, which comprises the following services:

- Allied Health therapies: Physiotherapy, Social Work, Speech Pathology, Occupational Therapy, Nutrition and Dietetics, Orthotics and Prosthetics, Podiatry, Clinical and Neuropsychology (Royal Talbot site) and Creative and Leisure Services
- Tracheostomy Review and Management Service
- Spiritual Care

- Language Services
- Ngarra Jarra (Aboriginal Health) Program

The Nutrition and Dietetics Department is committed to promoting and providing the highest level of dietetic and nutrition care for all our patients. In realising this goal, the department will lead and excel in person-centred evidence-based practice, education and research.

The department provides specialist services across all sites of Austin Health and across the care continuum. This includes the Emergency Department, bed-based services and ambulatory care. In addition to direct patient care, a core activity for the department is providing dietetic input into the Food Service system to ensure the nutritional needs of all our patients are met.

The department is focused on developing the professional body of knowledge and practice of staff in a range of areas to ensure high quality service provision. This is achieved through staff participation in training and professional development, professional supervision and performance review, research, quality improvement activities, and undergraduate and/or post-graduate student teaching. The department has an education and quality improvement strategy that is developed and operationalised through senior leadership forums and committees.

Position responsibilities

This role provides comprehensive **administrative, financial, operational and customer service support** to the Nutrition & Dietetics Department.

Reception / Secretarial

- Undertake front-of-house reception duties, providing friendly and efficient reception for attending clients, visitors and staff.
- Screen and appropriately prioritise all telephone calls and enquiries for the department and refer enquiries to appropriate staff as required.
- Check and clear fax machine during the day and perform relevant searches to determine which clinician the fax belongs to and distribute accordingly.
- Receive, distribute and send all departmental correspondence.
- Check documentation meets requirements of Health Information Services prior to scanning for medical records.
- Schedule meetings for the Department Manager and maintain a partial diary.
- Liaise with applicants regarding job interviews and organise room bookings.
- Support the Chief Allied Health Officer in the administrative component of designated meetings.

Facilities and Equipment Maintenance

- Ensure all computer, printer, telecommunication, audio-visual and other equipment is fully operational, with assistance from relevant hospital support staff.
- Be responsible for facilities management and assist department staff in the efficient use of equipment.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

- Participate with all staff in advising the Nutrition and Dietetics Manager of equipment required for departmental use; investigate specifications and arrange ordering as required.
- Co-ordinate supply of equipment associated with the Home Enteral Nutrition (HEN) program
- Submit maintenance requests as required.

Ordering and Stock Management

- Utilise the E-Requisition system to maintain adequate supplies of stationery and consumables.
- Ensure adequate stock of printed education resources
- Maintain required department levels of nutrition support stock in consultation with the Nutrition Support and Home Enteral Nutrition Leads.
- Assist staff in sourcing appropriate stock to suit purpose.

Financial / Bookkeeping

- Co-ordinate monthly invoices for external services provided by the Nutrition and Dietetics Department.
- Raise invoices and payment requests as required with internal and external stakeholders.
- Accurately record all departmental financial transactions.
- Arrange staff reimbursements via cashier or finance as appropriate.
- Co-ordinate monthly invoices for brokerage services provided by the department to other Austin Health programs.
- Record and reconcile non-salary financial transactions and co-ordinate end-of-month processes, liaising with the Finance Delegate.
- Reconcile HEN invoices weekly.

Home Enteral Nutrition and Outpatient Clinic Administration

- Registration of new Home Enteral Nutrition and outpatients into relevant systems.
- Manage administration of outpatient service booking and confirmation processes.
- Communicate with patients and arrange interpreters and transport as required.
- Enter outpatient activity into relevant system as required.

Professional Development

- Participate in the Austin Health Performance Review and Development Program.
- Maintain a high standard of administrative practice through relevant professional development, education and training activities.

Communication and Liaison

- Liaise with relevant support departments within Austin Health, including Finance, Human Resources, Food Services, Heads of Department and Supply, as necessary or directed.

Occupational Health and Safety



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**

- Act as Fire Warden for the work area.
- Adhere to Occupational Health and Safety procedures, including infection control requirements.
- Participate in emergency incident response activities as required and directed by management.

General Administration

- Facilitate the maintenance of a clean and tidy department.
- Collect milk for the department weekly.
- Monitor and co-ordinate collection of confidential shredding and recycling bins.
- Develop, update and maintain departmental lists, internet and intranet sites.
- Identify areas where administrative assistance can be provided to clinical staff.
- Develop and maintain comprehensive filing and administrative systems.
- Assist with orientation of new staff members.
- Maintain a high level of IT knowledge and provide support as a departmental Super User.
- Co-ordinate room bookings for meetings and education activities.
- Co-ordinate flight and accommodation bookings for approved staff professional development.
- Perform other activities as requested by the Nutrition and Dietetics Manager or delegate.

Selection criteria

Essential knowledge and skills

- Excellent interpersonal, written, and verbal communication skills.
- Proven ability to work independently, manage competing priorities, and meet deadlines.
- Strong organisational, time management, and administrative skills.
- Extensive experience in administrative, secretarial, and reception functions.
- Advanced computer literacy and proficiency in relevant administrative systems.
- Ability to review, implement, and improve administrative processes and workflows.
- Strong problem-solving, analytical, and decision-making skills.
- Collaborative and flexible approach to teamwork.
- Commitment to Austin Health Values.

Desirable but not essential:

- Experience in the provision of administrative support services in the hospital or similar environment.
- A sound understanding of hospital IT systems, including clinical systems and risk management reporting

Quality, safety and risk – all roles

All Austin Health employees are required to:



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**

- 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 cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

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.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future