

Position Description

Personal Assistant, ACIA

Classification:	HS3
Business unit/department:	Access, Critical Care, Imaging and Ambulatory (ACIA) Services Division
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Parental Leave Cover
Hours per week:	38hrs per week, ADO per 4 week cycle
Reports to:	Divisional Director, ACIA
Direct reports:	Nil
Financial management:	Budget: n/a
Date:	August 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

This Administrator role is responsible for delivering excellence in administration processes that effectively support the operational efficiency of the Divisional Director and ACIA Divisional Managers.

About the Directorate/Division/Department

This position is located within the Access, Critical Care, Imaging and Ambulatory (ACIA) Services Division within the Chief Operating Officer Directorate.

ACIA is comprised of the following areas:

- Radiology/ Molecular Imaging and Therapy (MIT)
- Ambulatory Care Centre (ACC)
- Hospital in the Home (HITH)/ Virtual Care (VC)

- Specialist Clinics
- Non-emergency Ambulance services
- Care coordination
- Bed Management
- Emergency Medicine
- Intensive Care Unit

These areas provide a variety of inpatient, outpatient and diagnostic services which service large number of patients annually. This role is based at Austin Campus.

Position responsibilities

Role Specific:

Personal Assistant to the Divisional Director, ACIA

- High level diary management for Divisional Director, ensuring all meetings are aligned with business priorities and proactively managing scheduling conflicts.
- Documenting the Executive On Call Roster and rotational huddle chair for Divisional Director and ACIA Leadership team.
- Email management for Divisional Director.
- Coordinating ACIA operational meetings including collating agenda items, taking minutes, organizing catering and scheduling guest speakers.
- Process and distribute routine correspondence as required.
- Assisting with the preparation of reports and presentations.

Administrative Duties

- Maintain a leave calendar for the ACIA leadership team & support staff, including Divisional Director, Divisional Medical Director, Divisional Managers, and Business Managers
- Provide Kronos, Success Factors and WPR signoff support to the Divisional Director and Divisional Management team.
- Organise room bookings for the ACIA committees and other meetings as required.
- Support Divisional Managers with diary management and meeting organization as requested.
- Create, submit, and/or track:
 - Invoices and Invoice Payment Requests
 - Workplace Requisition Requests
 - Panorama maintenance requests
 - IT and Financial access and delegation requests
- Medical Payroll Support for HITH/Virtual Care Team:
 - Timesheet Processing
 - Medical Staff Leave Requests
 - Continuing Medical Education Reimbursement Claims
 - Process medical and administrative recruitment requests, contract variations, and



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terminations as required.

- Organise signatures for contracts, business cases and invoice payment requests and track their submission and return.
- Actively develop, maintain, and support relationships with senior leaders, managers and employees both within ACIA Division and across the wider hospital network.
- Undertake routine administrative tasks associated with the needs of the Division, including stationery ordering, maintaining office assets, environmental maintenance, and reporting.
- Assist with developing/maintaining ACIA internal SharePoint pages and external internet pages.
- Maintaining the ACIA Leadership teams electronic filing system in SharePoint.
- Other duties as deemed necessary and appropriate for the role by ACIA Divisional Director.

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality & 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 centred care.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

Selection criteria

Essential Knowledge and skills:

- Experience supporting senior executives with at least 3 years' experience
- Advance knowledge of Microsoft Office programs, particularly Outlook, Excel, PowerPoint, Word, and SharePoint
- Proven ability to maintain high levels of discretion and confidentiality
- Proven ability to use initiative, work without direct supervision, and anticipate and solve problems.
- Proven ability to coordinate and perform numerous tasks simultaneously.
- Experience in providing administrative support to multiple individuals or teams as part of the same role.
- Excellent interpersonal skills
- Excellent attention to detail
- Excellent organisational skills
- Experience in establishing administrative monitoring and reporting processes.
- Commitment to digitally advanced and highly efficient work practices



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Desirable but not essential:

- Previous Experience with Payroll, Ordering, Online Task Management Systems

Professional qualifications or 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.



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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.



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