

Austin Health Position Description



Position Title: Administrative Officer

Classification:	HS2-HS20
Business Unit/ Department:	Speech Pathology and TRAMS
Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-25
Employment Type:	Fixed-Term Part-Time
Hours per week:	19.25
Reports to:	Manager, Speech Pathology
Direct Reports:	Nil
Financial management:	Nil
Dates:	29/11/2024-28/07/2025

About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community-based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors and 3,000 nurses and delivers a full range of leading edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is to change healthcare for the better through world class research, education and exceptional patient care.

Our values define who we are, shape our culture and the behaviours, practices and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve and we shape the future. www.austin.org.au/about-us

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

Position Purpose

- To provide a high level of administrative service to the departments and their clients, including reception, secretarial and general office management.
- To act as central point for communication to both staff and patients.
- To perform the duties of this position efficiently to the standards of the departments and the organisation

About Speech Pathology

This position is based within the Speech Pathology Department and the Tracheostomy Review and Management Service (TRAMS). These Departments form part of the Division of Allied Health. The Division of Allied Health comprises the following:

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

The Speech Pathology Department is committed to providing a comprehensive and innovative service to clients with communication and/or swallowing disorders. In realising this goal, the department will lead and excel in research, teaching and the use of evidence-based practice.

The Speech Pathology Department provides services on all three campuses of Austin Health, across all units. The department offers acute adult inpatient, adult rehabilitation and outpatient services.

The Tracheostomy Review and Management Service (TRAMS) is an internationally recognised, innovative, multidisciplinary team. The core team comprises a Manager, Clinical Nurse Consultants, Speech Pathologists, Physiotherapists and Respiratory Physicians. The service is provided to inpatients outside of ICU across all campuses and follows those who have a long-term tracheostomy in situ into the community. www.tracheostomyteam.org

The Secretary employed in this position reports to the Manager of Speech Pathology and the TRAMS service and is expected to travel across campus as required.

Purpose and Accountabilities

Reception and Secretarial

- Undertake "front-of-house" reception duties including friendly and efficient reception for attending clients, visitors and staff
- Screen and appropriately prioritise all telephone calls and enquiries for the department and refer to staff where appropriate
- Provide all facets of typing/word processing required including memos, reports, letters, agendas, minutes, manuals, posters
- Prepare straightforward letters or memoranda on behalf of staff

- Receive, distribute and send all departmental correspondence, including letters, faxes and e-mails
- Duplicate and/or photocopy any documents and articles, including correspondence and reports
- Ensure all computer, printer, telecommunication, audio-visual and other equipment is fully operational, with the assistance of relevant hospital support staff
- Utilise the E-Requisition system to maintain adequate supplies of stationery and equipment in the department as required
- Submit any maintenance requests as required

Co-ordination and Administration

- Collect the milk for the department on a weekly basis
- Monitor & co-ordinate pick up of both the confidential shredding bin & recycling bin
- Develop, update and maintain departmental lists, internet site and intranet site
- Identify areas that administrative assistance can be provided to clinical staff
- Develop and maintain a comprehensive filing and administrative system
- Liaise with relevant support departments within Austin Health such as Finance, Human Resources, Biomedical Engineering, Food Services and Supply as necessary or as directed
- Undertake all Speech Pathology & TRAMS Billing on a monthly or bi-monthly basis as needed
- Maintain high level of IT knowledge, be available assist to other departmental staff as an IT and Medtrak Superuser
- Assist with orientation process of new staff members
- Co-ordinate monthly invoices for external services provided by the Speech Pathology Department
- Prepare any finance reimbursement paperwork for staff to go to finance eg Payment Request Forms
- Arrange petty cash re-imbusement via Finance as appropriate
- Prepare any Invoice requests as required
- Provide co-ordination and administrative support as required for any Speech Pathology Department or TRAMS Department Conferences/Workshops
- Receive orders for and dispatch resources produced by the Speech Pathology/TRAMS Department
- Participate with all staff in advising the Manager of appropriate equipment required for departmental use
- Perform other activities as requested by the Manager

Outpatient Attendances

- Send SMS reminders to patients weekly for their upcoming appointments if requested
- Book transport and interpreters and porters for patient attendances if requested
- Enter data for the TRAMS team monthly using the datasheets provided the TRAMS clinical staff
- Ensure clinical notes, letters and discharge summaries received in hard copy are appropriately labelled and send to Health Information Services (HIS) for scanning into the electronic medical record
- Upload reports, notes, letters received electronically from clinicians onto SMR

Occupational Health and Safety

- Act as Fire Warden for the work area
- Adhere to Occupational Health and Safety procedures including infection control within the departments and Austin Health and to practice these at all times with patients

- Actively participate in the ongoing identification, assessment, treatment and prevention of risks.
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management

All Employees

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet
- Participate in Austin Health's annual Performance Review and Development (PRD) program as required.
- Engage in processes to monitor service delivery and participate in improvement activities.
- Undertake not to reveal to any person or entity any confidential information relating to patients, employees, policies, and processes and do not make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer
- Report incidents or near misses that have or could have impact on safety
- Participate in the emergency incident response activities as directed
- Comply with the Code of Conduct

Selection Criteria

Essential Knowledge and Skills:

- A commitment to Austin Health values
- Ability to work independently with initiative under minimal supervision
- Extensive experience in the provision of secretarial, administrative support and reception services
- Excellent oral and written communication skills
- Advanced computer literacy
- Ability to implement administrative processes and develop innovative solutions
- Well developed organisational and time management skills
- Demonstrated ability to meet strict deadlines
- Ability to function effectively as a team member
- Strong organisational and time management skills
- Proactive approach to problem solving with strong analytical and conceptual ability

Desirable but not Essential for Performance in the Position

- Experience working in a hospital setting
- A sound understanding of hospital IT systems, including clinical systems and risk management reporting

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website:

<http://www.austin.org.au/careers/Aboriginalemployment/>

Document Review Agreement

Manager Signature	
Employee Signature	
Date	