

# Austin Health Position Description



**Position Title: Administration Officer**

Classification:	<b>Administration Officer HS1</b>
Business Unit/ Department:	Radiology
Work location:	Austin Health and Heidelberg Repatriation
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	12 Month Fixed Term Full-Time or Part-Time Maternity Leave Cover
Hours per week:	40 (Includes ADO) or Part Time minimum 24hrs
Reports to:	Radiology Admin Manager
Direct Reports:	0
Financial management:	Budget: NIL
Date:	1 October 2024

## About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Our vision is to shape the future through exceptional care, discovery and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

## Position Purpose

The primary purpose of this role is to provide professional, efficient, patient focused administrative, billing and technical support, within the radiology department. To work as an effective member of the multi-disciplinary team and to contribute to the provision of high quality and appropriately enhanced services to both patients and all other hospital staff.

## About Radiology

The radiology department is multidisciplinary and provides a range of diagnostic and interventional imaging services to both hospital inpatients and outpatients through varying imaging disciplines. These services include, but are not limited to, MRI (Magnetic Resonance Imaging), US (Ultrasonography), CT (Computerised tomography), DSA (Digital Subtraction Angiography), Mammography and General x-ray. Patients are referred to the department from specialist clinics within the hospital and also from external general practitioners and specialist consultants within the community.

Austin Health Radiology spans two campuses as listed below:

- Austin Hospital
  - Level 2 Lance Townsend Building
  - Level 1 Lance Townsend Building (Administration)
- Heidelberg Repatriation Hospital
  - Ground Floor, Centaur Building

The department is innovative and constantly looks for improvement.

There is consistent review of administration team roles and tasks to ensure provision of efficient services and as such, this is a changing environment, leading to constant systems and process improvements.

## Purpose and Accountabilities

### Role Specific:

- Maintain a high level of customer service when greeting and dealing with patients
- Detailed checking of patient data and registration
- Report and Data comparison and analysis
- Maintain training manuals electronically
- Utilise IT systems efficiently
- Seek constant process improvements
- Liaise with a range of people including, medical, management and administration staff

- Telephone operation including management of enquiries from sources both internally and externally which must be dealt with in an efficient and effective manner. This includes providing an accurate detailed paging and messaging service
- Organise and schedule in-patient and outpatient (both hospital and private) referral appointments, within clinically and suitably appropriate time frames
- Utilise the hospital computer network, including RIS, (Radiology Information System) – patient database, Medtrak, Cerner and Healthlink to reference results, reports and other required data
- Utilise Microsoft Office suite skills in relation to data preparation
- Prepare administration for patient admissions and interventional procedures
- Ensure all administration requirements are in order for immediate future appointments
- Validation of imaging accounts
- Ensure correct billing of all services provided by the department
- Manage patient payment processes, including receipting of cash and EFTPOS items
- Liaise with teams in other areas and departments of the hospital
- Co-ordination of appropriate transport bookings when needed
- Co-ordination of interpreters when needed
- Accurate recording of patient registration and processing (using RIS)
- Distribution of imaging results to referrers by way of secure email and other electronic processes
- Organisation, co-ordination and processing of images and patient information requiring operation and use of the radiology PACS system and other technical operating systems
- Reliably work within a rostered framework of varying shifts from 6.45 am – 6:00pm at both the Austin and Repatriation sites, which will include extra days from time to time when required, to suit department needs
- Participate in radiology meetings as required
- Participate in all training requirements of the departments
- Participate in all relevant department meetings
- Contribute to, initiate or improve service delivery as opportunities arise
- Abide by radiology policies and procedures as applicable to role
- Perform other appropriate administrative and other duties as required
- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub): <http://eppic/>
- 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 identification and prevention of risks.
- Participate in the emergency incident response activities as directed.

#### **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. Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centred care
- Comply with Austin Health mandatory training and continuing professional development requirements
- Work across multiple sites as per work requirements and/or directed by management

#### **People Management Roles:**

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

## **Selection Criteria**

#### **Essential Knowledge and skills:**

- A patient focused approach to care delivery
- Previous customer service experience in a high pace environment
- High volume data entry and analysis skills in an accurate and time efficient manner
- Must demonstrate exceptional attention to detail
- Previous experience in a high volume bookings environment
- Demonstrated ability to prioritise importance of tasks
- Demonstrated organisational and time management skills including the ability to understand the importance of meeting deadlines
- Demonstrated knowledge of Microsoft Office suite, with high emphasis on excel use and excellent general IT skills
- Demonstrated higher ability in the use of technical processes and IT
- Ability to communicate effectively including both oral and written
- Understanding the principles of confidentiality
- Ability to problem solve and 'think on your feet' in a variety of situations
- Ability to work autonomously and as a member of a dynamic team, which works effectively within a multi-disciplinary environment
- Flexibility to work different shifts and hours as rostered at both the Austin and Repat sites
- Demonstrated ability to promote a professional and caring image with regard in particular to:
  - the sensitive needs of patients who originate from culturally and linguistically diverse backgrounds
  - Patients who are elderly
  - Department of Veteran Affairs patients

- Possess a pleasant and professional telephone manner
- Understanding the principles of safety in the workplace
- A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence

**Desirable but not essential:**

- Previous experience and knowledge of hospital and medical billing processes
- Administration qualification
- Previous Radiology experience

## 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

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

## Document Review Agreement

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	