

Position Description

Position Title: Clinical Support Officer

Classification:	Administrative Officer Grade 1
Business unit/department:	Physiotherapy
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:	Casual
Hours per week:	As Required
Reports to:	Manager of Physiotherapy Stream Leader – Outpatient Physiotherapy Services
Direct reports:	Nil
Financial management:	Nil
Date:	07/08/2026

Austin Health 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.

Position purpose

To undertake clinical support duties including the coordination and processing of outpatient referrals, appointment bookings and associated general reception, clerical, and administrative tasks as required by the Physiotherapy Outpatient Service.

About the Physiotherapy Department

The Physiotherapy Department comprises approximately 116 EFT staff at the Austin Hospital, Heidelberg Repatriation Hospital and the Royal Talbot Rehabilitation Centre. It provides seven days per week, 12 hours per day services to acute and aged care areas. There is also a seven day a week primary care service for soft tissue injuries in the Emergency Department.

The Physiotherapy Department is a major clinical school for the University of Melbourne with responsibility for about 180 students from 1st through to 3rd year for the Doctorate of Physiotherapy (DPT) course and 40 students from Swinburne University.

Clinical research is a priority of the department and is led by the Chair of Physiotherapy.

Position responsibilities

Role Specific:

- Support the delivery of Physiotherapy Outpatient Services and direct patient care via booking appointments for patients using the computer-based booking systems / processes.
- Respond and appropriately direct / re-direct patient and staff enquiries.
- General clinical support duties for Physiotherapy Outpatient services and its associated programs and clinics
- On commencement: participate in Austin Health, department and unit orientation programs.
- Participate in the Austin Health performance appraisal process as per department guidelines.

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 centered 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



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Selection criteria

Essential skills and experience:

- Excellent verbal and written skills
- Health-Care Consumer focus
- Well-developed computer skills
- Good organisation and time-management skills
- Demonstrate initiative, problem solving skills and flexibility.
- Previous experience as a receptionist or in clinical support role
- Flexibility to undertake changing work roles.
- Interpersonal skills appropriate to the role.

Desirable but not essential:

- Previous experience in a Health-Care setting

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.



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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.



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