

Austin Health

Position Description

Position Title: Administration Officer

Classification:	Administration Officer HS1
Business Unit/ Department:	The Surgery Centre & Austin Operating Suite
Work location:	The Surgery Centre
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025
Employment Type:	Part-Time
Hours per week	24
Reports to:	Elective Admissions and Austin Operating Suite Administration Manager
Direct Reports:	0
Financial management:	Budget:0
Date:	October 2024

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 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. <http://www.austin.org.au/about-us>

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

This position is designed to support The Surgery Centre & Austin Operating Suite patients during their elective surgery journey. The focus of this team is to provide efficient and streamlined administrative support to the unit and provide a patient focused environment to our patients. This role will require close working relationships with a wide range of staff across the hospital.

About The Surgery Centre

The Surgery Centre (TSC) on the Repatriation Campus provides a unique service by separating short-stay and day case elective surgery from emergency surgery, which is performed predominantly at the Austin campus. TSC includes 8 Operating Rooms, 2 Endoscopy Rooms, 12 bay Recovery Room and an inpatient unit consisting of 32 available overnight beds and 21 Day Surgery spaces. TSC is operational over 7 days per week, 24 hours per day. Approx. 13,500 surgical and endoscopy procedures performed yearly.

About Austin Operating Suite

Austin Operating Suite (AOS) on the Austin Campus, provides a broad range of elective and emergency surgeries including liver transplant and cardiothoracic surgery. AOS includes 11 Operating Rooms, 2 Procedure Rooms, 2 Endoscopy Rooms, Post Anaesthesia Recovery Unit (PARU) with High Dependency patient facilities, the Surgery and Endoscopy Centre (SAEC) consisting of 32 spaces to accommodate Day Surgery patients, 9 West with 24 available overnight beds and Acute Surgical Transition Unit (ASTU) with 6 available spaces to accommodate fast tracking of patients presenting to the Emergency Department. AOS is operational over 7 days per week, 24 hours per day. Approx. 25,000 surgical and endoscopy procedures performed yearly.

Purpose and Accountabilities

Role Specific:

- Ability to work within the hours of 06.30 and 20.00 to meet service demands.
- Availability to work any day across the week and on occasional weekends within their rostered hours.
- Work within a rotation roster

Accountabilities:

- Administration support to all areas within The Surgery Centre and Austin Operating Suite (when required) Theatre, Ward, Satellite, History Prep, Admissions, Recovery and SurgiNet Superuser
- Ensure prompt admissions avoiding delays to theatres.
- Make timely appointments and distribute discharge information to patients and GP's, where relevant
- Maintain accurate and up-to-date systems and manage in the recommended timeframe.
- To collaborate with staff and promote excellent customer service, which delivers prompt and efficient responses to customers.

- Ability to prioritise workload and manage competing demands.
 - Maintain clinical files in accordance with relevant policies and legislation, including pre-admissions, discharge, and admission of patients, both from other wards and directly
 - Maintain related records, of patients, and databases as directed.
 - To screen and appropriately prioritise all telephone calls and enquiries.
 - Provide clear, concise, and timely communication with staff, patients, and the public in the process of performing duties.
 - Relay messages in an efficient and effective manner
 - Photocopy and collate documents and reports, filing as required.
 - Maintain adequate supplies of stationery and stores supplies.
 - Where appropriate, respond to all relevant correspondence and requests for information according to policies and procedures.
 - Demonstrate respect for equipment and report faulty equipment promptly.
 - Diversity to work in a fast-paced evolving unit.
 - Other administrative duties as requested.
 - Work across multiple sites as per work requirements and/or directed by management.
- **Team dynamic:**
 - Promote a supportive team approach, within TSC & AOS, to ensure good working relationships.
 - Contribute to creating a team environment which promotes positive culture and opportunity for learning, development, and improvement.
 - Support the continuity of services at times of leave, both within the administrative team and wider unit, to ensure a high standard of business can continue.
 - Communicate information and expectations in a way that builds effective and collaborative working relationships.
 - Share knowledge and information with the team
 - Effectively deal with challenging behaviors and seek to resolve conflicts.
 - Maintain a professional demeanor and serve as a role model for all staff.

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.
- Undertakes not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer
- 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 principles of patient centred care.
- Comply with Austin Health mandatory training and continuing professional development requirements.

Selection Criteria

Commitment to Austin Health values:

- Our Actions Show We Care
- We Bring Our Best
- Together We Achieve We Shape the Future

Essential Knowledge and skills:

- Ability to work autonomously and as a member of a dynamic team.
- Commitment to quality, best practice, and environmental safety
- Ability to assist and support the implementation of quality change initiatives.
- Flexibility to support a rotating roster, including cover for sick and annual leave.
- Demonstrated commitment to excellence in customer service.
- Proven effective communication skills both verbal and written.
- Expertise in Microsoft Office365 (Word, Excel, Teams, Outlook & PowerPoint)
- Well-developed time management skills and ability to prioritise tasks.
- Ability to problem solve and be self-motivated.
- Demonstrated ability to work in a complex and changing environment.
- Developed computer skills and sound administrative skills.
- Accurate data management.

Desirable but not essential:

- Previous experience in health industry
- Previous experience with Austin Health IT systems
- A foundational level understanding of medical terminology

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

Manager Signature	
Employee Signature	
Date	