

# Position Description

## Position Title: Administrative Worker, Spinal Community Services

Classification:	Administration Officer Grade 2 (subject to skills and experience)
Business unit/department:	Spinal Community Services, Victorian Spinal Cord Service
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Fixed-Term Part-Time
Hours per week:	20
Reports to:	Manager, Spinal Community Services
Direct reports:	0
Financial management:	Budget: 0
Date:	June 2025

### Position purpose

The Administration Officer will provide administrative support to the Spinal Community Services Team, within the Victorian Spinal Cord Service. This worker will provide a professional, customer-focused and efficient administration function within the team, to enhance patient care and service delivery.

### About the Directorate/Division/Department

The **Victorian Spinal Cord Service (VSCS)** is a specialised state-wide service that offers lifelong care to people who sustain a traumatic spinal cord injury (SCI) in Victoria, Tasmania and southern New South Wales. Inpatient services are provided at the Austin and Royal Talbot campuses of Austin Health. The VSCS also provides community and outpatient programs.

VSCS **Spinal Community Services** includes the Spinal Community Integration Service (SCIS), a community facing service supporting clients establish themselves in the community in the first 12 months following spinal rehabilitation, the Spinal Outreach Service (SOS) supporting clients manage common complications of spinal cord injury that can lead to significant health issues and re-hospitalisation, and several outpatient clinics offered to assist clients proactively manage their SCI related health.

## Position responsibilities

### Role Specific:

- Manage intake of referrals for clinic activity, including appointment bookings.
- Manage the administrative requirements related to telehealth or in-person clinic appointments
- Support Spinal Community Services staff to provide excellent customer service, including prompt and efficient response to customers.
- Contribute to effective working relationship that supports a team approach.
- Facilitate Interpreter bookings as required.
- Provide clear and concise communication with staff, clients and the public in the process of performing duties
- Where appropriate, respond to all relevant correspondence and requests for information
- Maintain clinical files in accordance with relevant policies and legislation, including admission and discharge of patients, both from other services and directly.
- Maintain service-related records and databases as directed.
- Photocopy, collate and finish documents and reports, and complete filing as required.
- Establish a system for and maintain adequate supplies of stationery and stores supplies.
- Work within Occupational Health and Safety guidelines.
- Ensure patient confidentiality at all times in accordance with the Privacy Act.

### Training and Development:

- Keep up to date with changes in administration policies and procedures.
- Actively participate in all service-related training, evaluation, and development.
- Contribute to the development and review of local area administrative procedures and protocols.
- Undertake other professional development activities as appropriate.

## Selection criteria

### Essential skills and experience:

- A commitment to the Austin Health values.
- Excellent organisational ability with attention to detail and ability to work to deadlines.
- Demonstrated ability to coordinate activities and allocate priorities effectively.
- Ability to work in a team and independently.
- Demonstrated experience and commitment to meet staff and client's administrative support needs.
- Demonstrated ability to communicate to an excellent standard, including in verbal and written form.
- Experience in working within a multidisciplinary team environment.
- Understanding of the principles of confidentiality and occupational health and safety.
- Demonstrated professionalism, care and sensitivity to the specific needs of the diverse range of client groups e.g. non-English speaking background, veterans and the aged.
- Flexible and responsible attitude to meet patients and the department's needs.
- Proficiency in Microsoft Office applications, with particularly strong skills in working with Microsoft Excel.
- Proficiency in data entry
- Proficiency in TrakCare application.



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## Professional qualifications and registration requirements

There are no specific 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 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.



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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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