

Position Description

Administration Coordinator – Radiation Oncology (ONJ)

Classification:	HS3 – HS25
Business unit/department:	Radiation Oncology, Medical & Cancer Services
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	38 hrs/week
Reports to:	Operations Manager, Radiation Oncology
Direct reports:	~ 6 EFT
Financial management:	Budget: N/A
Date:	June 2026

Austin Health acknowledges the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri Woi Wurrung 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

The Administration Coordinator plays a key role in supporting the efficient and effective operation of the Radiation Oncology Department administration team. This position provides high-level coordination and leadership of the Administration Officer team, ensuring optimal administrative support to both clinical and provides high level administrative support to the Radiation Oncology Operations Manager.

A central focus of the role is to ensure that administrative services are delivered to a consistently high standard, underpinned by best practice, effective training, and clear performance expectations. The Administration Coordinator is responsible for overseeing the day-to-day activities of the administrative team, including recruitment, onboarding, rostering, supervision, and performance management.

While primarily located and working as one of the administrative team, the Administration Coordinator also acts as the first point of escalation for administrative issues and contributes to continuous improvement initiatives to enhance service delivery within the department.

This role requires strong attention to detail, excellent communication and organisational skills, and a demonstrated ability to manage multiple priorities in a dynamic and fast-paced healthcare setting.

About the Directorate/Division/Department

Medical & Cancer Services Division

The Medical and Cancer Services Division is one of six divisions within the Chief Operations Officer Directorate of Austin Health. The Division's clinical services operate across all three Austin Health campuses and Grampians Health Services (GH) within the Ballarat Regional Integrated Cancer Centre (BRICC) and comprise a complex range of national, state-wide organisational wide and specialty clinical services.

- Clinical Pharmacology
- Nephrology
- General Medicine
- Paediatrics
- Dermatology
- Oncology
- Haematology
- Palliative Care
- Genetic Services
- Neurosciences
- Endocrinology
- Rheumatology
- Infectious Diseases and Infection Prevention & Control
- Respiratory and Sleep Medicine
- Radiation Oncology
- Day Oncology & Apheresis
- Cancer Clinical Trials
- Wellness & Supportive Care
- Victorian Spinal Cord Service

Inpatient wards within the Medical & Cancer Services Division also include:

6 South (Oncology), 7 South (Haematology), 8 South (Palliative Care), 2 West (Paediatrics), 5 West (Respiratory Medicine), 7 North (Renal), 7 East and 7 West (General Medicine), 3 North (Spinal) and 6 East (Neuro/Stroke/Epilepsy).

Radiation Oncology Overview

Austin Health is one of four health service 'hubs' in Victoria which operate radiotherapy services. Austin Health operates two radiation oncology centres in Victoria under the State Governments hub and spoke model. The metro hub is based at the Olivia Newton-John Cancer Wellness & Research Centre (ONJ Centre) in Heidelberg and the Ballarat Austin Radiation Oncology Centre (BAROC) is housed in the Ballarat Regional Integrated Cancer Centre (BRICC) in Grampians Health Ballarat. Both centres provide multi-disciplinary care including both nursing and allied health services, innovative and progressive approaches to treatment underpinned by the guiding principle of patient centred care and wellness for all patients.

The multi-disciplinary teams at both sites are committed to excellence in practice and care. Staff undertake a range of professional development activities, are involved in research trials and liaise and consult with a wide range of specialists and health care professionals to ensure the care offered is at the leading edge of technology. The equipment at both sites is state-of-the-art, and the treatment options available ensure every disease site is treated according to best practice.

Over the past 10 years, the service has experienced significant growth, with major investments in capital equipment and human resources. During this time, the Radiation Oncology Department has welcomed the addition of the Magnetic Resonance Imaging (MRI) Simulator and MRI Linear Accelerator to its fleet. Additionally, further investment is underway for two new linear accelerators, with advanced stereotactic capacity, and surface guided radiotherapy system.

Along with these service developments, there has been significant growth in staff numbers, particularly at the ONJ with the introduction of the MRI Linac Radiotherapy State Based Referral Program.

The service has 5 Conventional Linacs, MR Linear Accelerator, 3 CT Simulators, MR Simulator, 3 Superficial radiotherapy units and a Nucletron HDR after loader, brachytherapy. The service is fully



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developed in IMRT and IGRT and multimodality imaging. The service is committed to expanding its capability and developing future technological modalities.

Austin Radiation Oncology employs over 170 staff across all its sites.

Position responsibilities

Management responsibilities

- Support the Radiation Oncology Operations Manager in administrative responsibilities
- Organise and manage the administrative staff, including meeting rostering requirements, provision and planning of any required leave, planning job rotation with correct skill sets, ensuring that departmental needs are met at all times
- Provide day to day operational administrative management of reception (inclusive of ONJ level 2 reception & ONJ level 3 reception)
- Provide day to day operational administrative management of reception (Level 2 ONJ Nurses station waiting room – internal patient reception/waiting room)
- Assist with updating clerical work practice standards, associated documentation, workflows and standard operating procedures
- Conduct PRD's for Administration Officers (Radiation Oncology – ONJ)
- Ensure policies and procedures are maintained and embedded in local work areas
- Engage in processes to monitor timely service delivery and participate in improvement activities
- Provide high level training and support to administrative officers, and other relevant department staff on the systems utilised and processes in place
- Represent administration staff in leadership meetings

Procedural Responsibilities

- Perform in role (included in roster) and oversee daily reception functions to ensure that patients are booked, arrived and attended to promptly, efficiently and courteously
- Represent the administrative team in appropriately nominated discussions regarding workflow
- Participate in department quality assurance initiatives

Meetings

- Participate and represent the administrative team in departmental meetings
- Prepare and lead relevant agenda's for administrative team meetings
- Prepare and distribute minutes of meetings

Liaison and Communication

- Liaise with and provide direction of patient flow in line with the organisational requirements (e.g.: in line with specialist clinics standards and KPI requirements.)
- Liaise with external suppliers and Austin Health's Supply Department when ordering goods and services and ensure constant supplies where necessary
- Communicate promptly to management any patient or other concerns

Other Duties

- Ensure all patient and clinician concerns are dealt with professionally and promptly
- Place orders for department supplies as appropriate
- Provide support and training to all administrative staff members for all use of equipment including photocopiers, scanners and fax machines
- Co-ordinate minor service repairs within the department



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Quality and Safety

- Develop, implement and monitor quality improvement activities within the department in accordance with Austin Health policies as required.
- Ensure safe work practices and a safe environment in accordance with Austin Health policies.
- Ensure regular audit activities relating to administrative processes are conducted.
- Co-ordinate follow up of any safety concerns.

Reception

- Register patients on arrival into MOSAIC and Q Manager
- Make patient appointments in MOSAIC for both new and existing patients
- Notify patients of cancelled or deferred appointments
- Generate and send new patient letters and appointment letters
- Assist in the filing of results/reports and in the maintenance of filing/record systems within Radiation Oncology
- Maintain records of referring doctors, patients' files and investigations
- Obtaining external results as requested
- Create an accurate and timely Medicare assignment form for every eligible patient.
- Generate and send reminder text messages
- Undertake duties listed in the MOSAIC Quality Checklist or equivalent
- Maintain up-to-date referral details for all patients
- Ensure data validity of information contained within assignment forms
- Ensure compliance with Medicare rulings
- Updating of patient information in TrakCare in line with organization direction
- Make ad-hoc changes as requested by patients, nursing and other departments
- Work closely with the Radiation Therapists to ensure treatment bookings are well-organised for maximum efficiency
- Group appointments according to the area being treated, to minimise waiting time for the patient
- Support booking patient transport when required
- Liaise with nursing as required regarding patient bookings
- Contact patients to inform them of when radiation treatment will be commencing
- Print patient schedules for the following week
- Organise appointment book and patient labels
- Work on reception as part of the roster rotation (level2 & level 3 reception)

Selection criteria

Essential skills and experience:

- Previous leadership experience in a similar role
- In depth knowledge of administration roles, reception and patient facing support roles
- Ability to give and receive feedback in a constructive framework
- Ability to communicate effectively in both oral and written manner
- Ability to positively support administrative staff with both technical and people management skills to achieve best practice in customer service delivery
- Demonstrated organisation and time management skills
- Ability to work autonomously, as a leader and member of an effective team



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Desirable but not essential:

- A sound knowledge of patient management systems – TrakCare, Cerner, Mosaiq
- In depth knowledge of Radiation Oncology, including booking role, level 2 & level 3 reception
- Highly organized, the ability to prioritise work and multi-task in an extremely busy environment.
- Demonstrated excellence in customer service.
- Ability to work collaboratively as a supportive member in a large and diverse team.
- Ability to work in an environment of change and under pressure.
- Excellent understanding of medical terminology

Professional qualifications and registration requirements

There are no 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



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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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