

Position Description

Administration Supervisor

Classification:	Administration Officer Grade 3
Business unit/department:	Access, Critical Care, Imaging & Ambulatory Services
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" 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
	Choose an item.
	Choose an item.
Employment type:	Full-Time
Hours per week:	40 hours (38 + ADO)
Reports to:	Administration Manager, Specialist Clinics
Direct reports:	30+ FTE
Financial management:	Budget: Not Applicable
Date:	March 2026

Position purpose

The Specialist Clinics Administration Supervisor performs a variety of leadership and administrative activities, in support of the department's business operations. This position is responsible for the supervision and day to day operations of Specialist Clinics administration teams.

This position offers a variety of work responsibilities, across a range of clinics, call centre and referral intake areas. This leadership role provides direction and support to clinic unit leads, clinic administration staff. This position will ensure departmental administrative activities are completed to a high standard and in alignment with the DHHS Access Policy, business goals and objectives.

The role will drive a team-based approach providing administrative staff with knowledge, education, and training to uphold a high quality of performance, whilst maintaining staff professional development.

This position will rotate between campuses or as required to cover leave.

About the Directorate/Division/Department

Specialist Clinics is part of the Access, Critical Care, Imaging & Ambulatory Services

Specialist Clinics at Austin provides planned non-admitted services that require the focus of an acute hospital services/ specialists to ensure the best outcome for a patient. These services are an important interface in the health system between tertiary hospital services and primary care services.

Currently Specialist Clinics provide over 317,000 attendances per annum making it one of the largest services in the state and largest services providers at Austin Health

We provide access to:

Medical, Nursing and Allied Health professionals for assessment, diagnosis, and treatment in an outpatient setting

Ongoing specialist management of chronic and complex conditions in collaboration with community providers pre- and post-hospital care, related diagnostic services such as pathology and imaging, teaching, training and research opportunities.

Patients are referred to Specialist Clinics by general practitioners (GPs), specialists, other community-based healthcare providers, as well as clinicians from within areas of Austin Health.

Austin Health Specialist Clinics spans two campuses, across five different geographical areas:

Austin Hospital

Level 3 Lance Townsend Building

Level 3 Olivia Newton-John Cancer Wellness & Research Centre (ONJC)

HRH

Ground Floor Tobruk Building

Level 2 Centaur Building

Level 4 Centaur Building

Specialist Clinics is on a journey of innovation, recently implementing digital reform and continuous improvement projects aimed at improving efficiency across all areas of the business to enhance our consumer experience.

Position responsibilities

Role Specific:

Operational Management

- Collaborate with Administration Manager to review and action data driven performance trends.
- Supervise and monitor individual and team activity performance targets within Specialist Clinics administration and providing feedback to individuals and the team.
- Monitor and support administrative staff to achieve KPI's, and complete daily tasks, by ensuring efficient operation of Specialist Clinics workflow and systems.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

- Ensure administrative resources are allocated appropriately to meet service demands.
- Review daily sick leave and ensure staff resources are allocated accordingly to operational needs.
- Maintain payroll changes as required in accordance with HR processes.
- Collaborate with Administration Manager to review leave requests in advance to ensure appropriate roster management and business continuity.
- Prepare staff rostering for a 4-week cycle and collaborate with Administration Manager to ensure resources are distributed adequately.
- Assist with ensuring a safe working environment for Specialist Clinics administration staff by identifying and reporting risks within your portfolio.
- Assist with user testing of systems as required.
- Assist and support timely waitlist auditing in line with DHHS Access Policy • Contribute to Specialist Clinics Quality improvements activities as required.

Training and Education

- Monitor Specialist Clinics administration staff skills and competency levels, by facilitating training and education as required, including external training.
- Ensure staff competency checklists are complete in a timely manner and action support required.
- Maintain proficiency in all electronic / information technology systems required for use in the team and support in training and upskilling staff accordingly.
- Assist the Division with the maintenance of training information across all administrative areas.
- Support the Administration Manager with implementing and leading changes to the Specialist Clinics Administration procedures.

People Leadership

- Provide support, guidance, and supervision to Specialist Clinics Administration staff, including being accountable for the designated portfolio and key performance metrics.
- Support and facilitate professional development of Specialist Clinics administrative staff through timely annual performance review processes and goal setting.
- Actively participate in staff meetings and ongoing learning and development activities
- Ensure the department and hospital policies and procedures are followed by Specialist Clinics administration staff.
- Support the Administration Manager with the process of recruitment and on-boarding of staff.
- Clearly communicate expectations and provide timely performance feedback, coaching and guidance when needed in accordance with the performance management policy.

Stakeholder Engagement

- Review monthly reports for urgent access and performance and liaise with Administration Manager, clinical HOU and Clinic Unit leads to ensure KPI's are met as outlined in the Specialist Clinics Access Policy.
- Assist with the management of room occupancy for clinics and ensure records are updated in a timely manner to optimize clinic utilisation.
- Assist and support clinic template requests and changes as required to align with the business.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

- Ensure staff deliver a high level of customer service to internal and external stakeholders including patients, families and staff.

Quality and Business Support

- Escalate any administrative and staff issues to the Administration Manager, in a timely and solution-orientated manner.
- In collaboration with the Specialist Clinics Senior Leadership team investigate complaints relating to administration and assist with implementation of corrective action as required
- Oversee VINAH error corrections, Trak-Care Reporting errors (booked in the past) arising from Specialist Clinics processes,
- Feedback identified themes to the Administration Manager, and the Specialist Clinics administration team.
- Feedback identified themes to the Administration Manager about data integrity concerns and system issues.
- Monitor and assist with Specialist Clinics incoming correspondence both internal and external.
- Work across all sites of Austin Health as required.
- Other duties as delegated by Administration Manager
- As business requirements change you may be required to take on additional tasks as delegated by the Administration Manager

Administration Supervisor Areas:

Clinic Unit Leads

- Oversee DHHS urgent access KPI, including identifications and escalation of barriers to achieving compliance.
- Monitor and support the daily and weekly responsibilities of Clinic Unit Lead portfolios, including triaging, urgent and semi urgent waitlists.
- Monitor and support optimal clinic utilisation for all appointment types for each Clinic Unit Lead portfolio.
- Monitor and assist with clinic capacity and ensure all appointment vacancies are filled prior to clinic.
- Supervise and monitor clinic reductions or closures in accordance with clinic leave management notification processes.
- Monitor and assist with clinic overbooking requests.

Clinic Administration

- Monitor and support the daily responsibilities of Clinic Administration staff, including delivery of accurate and timely allocation of appointments, within clinically appropriate timeframes.
- Monitor the usage and performance of Queue Manager system to ensure adequate utilization by staff and clinicians.
- Ensure all appointments including billing and outcomes are actioned and submitted daily.
- Ensure appointment billing and outcomes reports are reviewed and distributed to clinic administration staff for action.
- Oversee and support the Telehealth reception and system functions.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

Call Centre

- Training, and preparing call centre representatives to respond to customer questions and complaints and assist with troubleshooting problems.
- Supervise the call centre staff understand and comply with all call centre objectives, performance standards, and policies.
- Assisting with call centre staff escalations and queries
- Evaluate reports and analyse data to assist management determine call centre goals.
- Working with management team members to support call centre staff and maximize customer satisfaction.

Referral Intake

- Ensure complete and accurate registration of referrals.
- Ensure referral registrations are performed within DHHS access policy guidelines and follow the escalation policy when outside KPI.
- Ensure urgent referrals are prioritized, including referrals required for triaging by liaison nurses.
- Ensure registered referrals are prepared daily for unit triaging processes.
- Ensure accurate entry of patient demographics and compliance with Health Information Services policies and procedures.
- Actioning of pre-appointment checks including the 365 and 73 report daily and feedback to administration team on themes as required.
- Assist with coordination of DVA transport bookings for eligible DVA card holder patients.

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub): <http://eppic/>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

Selection criteria

Essential skills and experience:

- A commitment to Austin Health values
- Demonstrated experience in leading an administrative team in a healthcare environment or similar.
- Demonstrated ability to supervise team workflows to deadlines and prioritise team and own tasks.
- Demonstrated commitment to high quality patient care and a patient-centred approach to service delivery.
- Experience within a high-volume customer service office with demonstrated excellence in customer service.
- Demonstrated ability in the accurate and timely analysis and reporting of agreed KPI's and
- Ability to work in a fast paced, data intensive transactional environment.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

- Demonstrated initiative in continuous improvement of processes and procedures.
- Ability to maintain confidentiality.
- High proficiency in using Microsoft Office suite (Word, Excel, Outlook);
- Effective communication skills with demonstrated ability to develop and maintain positive professional relationships with various stakeholders across a range of organisation directorates.
- Effective time management skills, with the ability to balance competing priorities.
- Demonstrated ability to problem solve; and
- Demonstrated ability to work effectively and efficiently as part of a multidisciplinary team contributing positively to team outcomes.
- Ability to learn new computer systems used to manage business processes.
- Demonstrated teamwork and collaboration skills.
- Management of rostering and risk management reporting or as required for the role and/or department.

Desirable but not essential:

- A sound understanding of information technology including clinical systems, applications relevant to the
- Knowledge of medical terminology.
- Knowledge of Specialist Clinics Access Policy and framework.
- Knowledge of the legislative requirements of Medicare Australia with regards to bulk billing practices.
- Previous experience working in public healthcare environment and its associated system and practices.
-

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



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

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.

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.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future