

Position Description

Administrative Officer

Classification:	Administrative Officer Grade 1
Business unit/department:	Anatomical Pathology
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025
Employment type:	Part-Time
Hours per week:	22.8
Reports to:	Principle Scientist

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

The role of the clerical support officer is to provide administrative support to the Anatomical Pathology Department, including front reception and telephone enquiries, data entry, report entry and follow up of results, preparation of clinical meetings, mail out, slide filing and any other duties as directed.

About the Directorate/Division/Department

Austin Pathology is a department of Austin Health and provides service to not only Austin Health and the Mercy Hospital for Women, but also to numerous GPs and Specialists in the community and acts as a preferred referral laboratory for many complex diagnostic and research tests.

Austin Pathology is committed to providing high quality patient care through routine and complex diagnostic services, expert advice and support for teaching and research.

Austin Pathology is an accredited laboratory with the National Association of Testing Authorities Australia (NATA), the Royal College of Pathologists of Australia (RCPA), National Safety and Quality

Health Services Standards (NSQHS), National Pathology Accreditation Advisory Council and Medicare Australia, supported by a network of Collection Centres at hospital sites and within the community.

The Department is managed by a Pathology Executive comprising the Director, Medical Director, Director of Anatomical Pathology, the Director of the Infectious Diseases Department and a representative from the Austin Health Executive. This group is committed to providing comprehensive laboratory testing in a manner consistent with the needs of a University teaching hospital and the strategic directions of Austin Health.

Austin Pathology seeks to maintain its position at the cutting edge of Pathology analytical and clinical services. The Department constantly reviews and updates testing methodologies, instrumentation and work practices, as well as monitoring result turnaround times and other key performance indicators.

Position responsibilities

Role Specific:

- Office reception duties, results enquiries, faxing and report distribution.
- Follow up outstanding results for material sent to referral laboratories.
- Data entry, registration of patient demographics, specimens and test details.
- Filing and archive retrieval of paraffin blocks, glass slides and reports.
- Prepare and collate clinical meetings
- Request and return external reports and slides for clinical review.
- Referred report transcription
- Work any current or future shifts

Abide by Austin Health corporate policies and practices as varied from time to time.

- Participate in Austin Health performance appraisal program as required.
- Undertake 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 the Medical Centre without prior authority of the Chief Executive Officer.

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time.



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- 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

People Management Roles:

- Ensure clear accountability for quality and safety within the department
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk management system is functional
- Be aware of and comply with the core education, training and development policy.

Selection criteria

Essential Knowledge and skills:

- Previous experience in a Pathology/ Hospital environment
- Excellent communication
- Sound computer skills
- Data entry experience
- Ability to prioritise and show good organisational skills
- Ability to work with minimal supervision and in a team situation
- A strong work ethic

Desirable but not essential:

- An understanding of the workflow in an Anatomical Pathology Department
- Previous experience with the Pathology LIS system (AUSLAB) and hospital LIS system (cerner/ medtrack)



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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.

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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