



Austin Health Position Description

Position Title:

Classification:	HS2 Administration Officer
Business Unit/ Department:	Cardiac Diagnostics
Work location:	Austin Health
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment Type:	Casual
Hours per week:	As required
Reports to:	Chief Cardiac Physiologist and Administration Manager
Date:	November 2024

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, cardiology, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health, and rehabilitation.

Our vision is to shape the future through exceptional care, discovery, and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe, and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

The Department of Cardiology is located on Level 5 at the Austin Hospital Campus. Clinical and administrative activities occur on Level 5 at the Austin Tower and Harold Stokes Building. Medical staff comprises 21 cardiologists, 4 advanced trainee cardiology registrars, three medical residents, four sub-specialty fellows and a higher-degree research fellow.

The Cardiology department provides an extensive range of cardiac services to inpatients and outpatients. These services include outpatient consultations, echocardiography, non-invasive testing (ECG, Holter monitoring), coronary angiography and percutaneous intervention for coronary and non-coronary applications (congenital and valvular), electrophysiological testing and ablation and device implantation (pacemaker, ICD). The department provides 24-hour echocardiography and cardiac catheterisation laboratory services for acute myocardial infarction. In-patients are managed predominantly in the 30-bed Cardiac and Thoracic Unit on Ward 5 East. The department has links to the University of Melbourne and a major involvement in teaching, training and research at under-graduate and post-graduate levels for both nursing and medical staff. The department now has full time Echo & EP/Pacing Educators who are responsible for education and training of staff.

The department is open Monday to Friday 7.30am - 4.30pm for outpatient appointments.

Perform the duties of this position professionally and efficiently to the standards of the department, including participating in Austin Health's performance appraisal and quality improvement programs.

Role Specific:

- Demonstrate a mature, courteous, polite, and helpful manner when dealing with patients and co-workers.
- Reception of inpatients / outpatients / the public / other hospital staff members.
- Use of Cardiobase, computer-booking system to check patients into department and booking diagnostic appointments.
- Triaging Cerner Orders on Cardiobase.
- Arrange patient transport and interpreters for the Laboratory patients as required.
- Demonstrate experience and outstanding telephone skills in a busy environment, promptly handling all telephone enquiries, maintaining booking systems, obtaining, and sending results and faxes as the first point of contact.
- Liaise with outpatient clinics and Consultant rooms to book appointments.
- Undertake the Patient Choice Booking (PCB) system to administer Cardiology clinic bookings and maintenance.
- Attending Outpatient Clinics within the hospital for administration support.
- Attend to triaging Outpatient referrals via ERM system or external referrals.
- Conduct appointment confirmation calls to patients on the Cardiology SMS Reminder Report without mobile phone numbers.
- Produce letters for patients, various test reports, general correspondence/memos for Cardiologists, Registrars and other staff members, photocopying and distribution where necessary.
- Produce future booking letters and appointments for pacemaker clinic patients.
- Undertake other word processing and clerical tasks associated with the needs of the Department including obtaining patients' UR number when necessary.
- Maintain/coordinate the Catheter Laboratory list:
- Contact patients (by telephone and/or letter) and advise admission dates/details where necessary.
- Provide Holiday/Sick Leave relief of other administration positions within the Department when necessary.
- Maintain and order stationery, including clinical documentation.
- Process and maintain accurate records of patients and their billing category.
- Work with the Finance Department and Health Information Services (HIS) to ensure that accounts are raised correctly.
- Perform other Departmental billing duties as required.
- Other duties/responsibilities delegated by the Chief Cardiac Physiologist, Administration Manager or Director of Cardiology

This position requires the incumbent to work as a team member and participate in other relevant duties as directed

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.
- 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 centered care.
- Comply with Austin Health mandatory training and continuing professional development

requirements.

- Work across multiple sites as per work requirements and/or directed by management.

Essential Knowledge and skills:

- A commitment to the Austin Health values
- Demonstrated commitment to excellence in customer service.
- Proven effective communication skills both verbal and written
- Ability to problem solve in a variety of situations.
- Ability to work both autonomously and as a member of a dynamic team, which works effectively within a multi-disciplinary environment.
- Demonstrated computer literacy including Microsoft Office Suite including advanced Excel skills.
- Ability to prioritise work to meet deadlines
- Knowledge of medical terminology

Desirable but not essential:

- Knowledge of hospital management systems (i.e. TrakCare and Cerner)
- A sound understanding of information technology including clinical systems, and applications relevant to risk management reporting as required for the role and/or department.
- Understanding of Department specific booking, billing and reporting system, Cardiobase.
- Demonstrated organisational and time management skills.

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

Austin Health is committed to diversity and inclusion in employment and is proud to encourage applications from people of different backgrounds, abilities, ages, genders, gender identities and/or sexual orientations.

Austin Health acknowledges the Traditional Owners of the lands we work on and pay our respects to Elders past and present.

We welcome applications from people with disability and aim to provide an inclusive and accessible workplace. If you need any help with the application process or would like to discuss your reasonable adjustments during interviews, please let us know.

We welcome applications from Aboriginal and Torres Strait Islander peoples. 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](#).



Manager Signature	
Employee Signature	
Date	