

Position Description

Clerical Team Leader

Classification:	HS2 + 5%
Business unit/department:	Radiology
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input 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 Full-Time
Hours per week:	40 (includes a monthly ADO)
Reports to:	Radiology Admin Manager
Direct reports:	0
Financial management:	Budget: NIL
Date:	October 2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, 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

To ensure that efficient and effective service delivery is provided by clerical staff in the radiology department. Ensure that high standards of performance are maintained consistently and supported by effective training and standards relevant to current medical imaging best practice.

To assist and support the clerical supervisor with any administration necessary, in order to ensure the effective management of the clerical team and administrative operations within the department. To periodically rotate through the Austin and Repatriation Sites in all areas of the department in an administrative leadership role and to backfill the clerical supervisor's role, if required, in the event of that person taking leave.

About the Directorate/Division/Department

The radiology department delivers a range of multidisciplinary, diagnostic and treatment services including the provision of MRI (magnetic resonance imaging), US (Ultrasonography), CT (Computerised Tomography), Mammography, Interventional Procedures and Clinic Services to inpatients, outpatients and clinical research.

The clerical team provides and manages administrative support, including but not limited to, patient reception and bookings, electronic and manual file management, typing, data entry, results distribution and billing services for Radiology across both the Austin and Repatriation sites.

Although this particular clerical team leader position is primarily located in the reception and booking areas, of the radiology department of Austin Health, it also involves cross-campus based rostering between the Austin and Repatriation campuses as required.

Position responsibilities

Management Responsibilities

- Assist the Clerical Supervisor with the organisation and management of clerical staff, including 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 that site, including management of the clerical staff at that site
- Assist with the management of the department's electronic results report delivery process via Healthlink and Xero
- Assist with updating clerical work practice standards, associated documentation, workflows and standard operating procedures
- 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
- Ensure clear accountability for quality and safety within the department
- Ensure new employees complete all mandatory training including: -
 - Emergencies, Fire & Sustainability
 - Bullying, Harassment, Equal Opportunity & Anti-Discrimination
 - Aggression Management & Prevention
 - Hand Hygiene
 - MRI safety
 - Patient Centered Care
 - Aboriginal Cultural Awareness
 - Attend to all hospital induction requirements

Training and Development

- Demonstrate high level of knowledge in radiology policies and procedures
- Ensure the clerical team is supported with both formal and informal training to achieve all standards required by the department
- Assist the Clerical Supervisor with procedural training, professional development and performance reviews of self and clerical staff in accordance with expected standards for each area
- Must be a 'super user' of all systems to ensure that detailed and thorough training of others is successful
- Assist with provision of positive motivation to help clerical staff achieve their potential through training and development

Procedural Responsibilities

- Perform and oversee daily reception functions to ensure that patients are booked, arrived and attended to promptly, efficiently and courteously
- Represent the clerical team in appropriately nominated discussions regarding work flow
- Participate in department quality assurance initiatives



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Meetings

- Participate and represent the clerical team in departmental meetings
- Assist the Clerical Supervisor in the preparation of the agenda for clerical meetings
- Undertake and distribute minutes of meetings which you (or other clerical team members) attend

Liaison and Communication

- Liaise with and provide assistance to all clerical, departmental and hospital staff
- Liaise regularly with the clerical supervisor
- Liaise with the emergency department regarding the radiology Austin Fast Track process
- Liaise professionally with coordinators of clinical trials where appropriate
- Liaise with external suppliers and Austin Health's Supply Department when ordering goods and services and ensure constant supplies where necessary
- Assist in the promotion of our services into our established community centered referral base to ensure maintenance of quality of service
- Communicate promptly to management any patient or referrer concerns

Other Duties

- Ensure all patient and practitioner concerns are dealt with professionally and promptly
- Place orders for department supplies as appropriate
- Provide support and training to all clerical staff members for all use of equipment including photocopiers, scanners and fax machines
- Co-ordinate minor service repairs within the department
- Participate and manage in part the Austin Health performance appraisal program as required by the clerical supervisor

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

Selection criteria

Essential Knowledge and skills:

- Previous leadership experience in a similar role
- Knowledge of radiology procedures and processes
- Patient and customer focused approach to care delivery
- Ability to work in a fast-paced and high pressure environment
- Ability to give and receive feedback in a constructive framework
- Ability to communicate effectively in both a written and oral manner
- Sensitivity to the needs of patients from culturally and linguistically diverse backgrounds
- Ability to problem solve in a variety of situations
- Ability to positively support clerical staff with both the technical and people management skills to achieve best practice, in customer service delivery
- Demonstrated organisational and time management skills



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- Ability to work both autonomously as a leader and member of a dynamic team, which works effectively within a multi-disciplinary environment
- Demonstrated computer literacy including Microsoft Office Suite
- An experienced understanding of patient accounts
- Knowledge of hospital information system
- A sound understanding of information technology to ensure correct use of
 - Systems and computer maintenance
 - Patient management using RIS, (Radiology Information System), Cerner and Medtrak
 - Rostering using Kronos
 - Risk management reporting using Riskman
- A commitment to Austin Health values

Desirable but not essential:

- Experience in RIS, CERNER and MedTrak
- Knowledge of medical terminology
- Administration qualification

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.



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- 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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