

Austin Health Position Description



Position Title: Clerical Team Leader

Classification:	HS2 + 5%
Business Unit/ Department:	Radiology
Work location:	Austin Health Heidelberg Repatriation
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:	40 (Includes a monthly ADO)
Reports to:	Radiology Admin Manager
Direct Reports:	0
Financial management:	Budget: NIL
Date:	December 2024

About Austin Health

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, 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](#).

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 Radiology

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.

Purpose and Accountabilities

Role Specific:

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

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

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 principals of patient centred 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

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

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
- 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

General Information

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

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

Document Review Agreement

Manager Signature	
Employee Signature	
Date	