Position Description

Emergency Department Personal Assistant

Classification:	Administration Officer Grade 3 (HS3 - HS25)
Business unit/department:	Emergency Services
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Part-Time
Hours per week:	32
Reports to:	Emergency Servies Nurse Unit Manager
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	November 2026

We 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. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

Austin Health is recognised for high-quality, person-centered care. We're renowned for our specialist work in cancer, transplantation, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

We're the largest Victorian provider of training for specialist physicians and surgeons and internationally recognised as a centre of excellence in hospital-based research. Our services are delivered to patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria.

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 are

essential to our culture and our values. You can view our current Diversity and Inclusion Plan here.

About the Directorate/Division/Department

Emergency Services at the Austin consists of the Austin Emergency Department and Short Stay Unit.

The Emergency Department services approximately 90,000 patients per year, about 20% of whom are paediatric patients. The inpatient admission rate is of the order of 33%. The Emergency Department aims to assess, manage, and admit patients from a broad range of specialities, within the targets set by the Department of Health. This service will be delivered in a timely, compassionate, and appropriate manner, enhanced through teaching, research and the development of new technologies and processes.

The Short Stay Unit is a 28-bed unit which is co-located with, and staffed by, the Emergency Department nursing workforce. Patients admitted to Short Stay usually have a rapidly reversible condition which either requires a short period of treatment or observation, where the likelihood of safe discharge can occur in a 24 period.

The Emergency Service leads innovative models of Emergency care and is a contemporary leader in Emergency Medicine and Nursing education, research, and quality. The service offers strong opportunities, with both a postgraduate course in critical care nursing and an Emergency Transition to Speciality Practice program with 2 intakes across the year. The in-house education team also provides a wide range of nursing and education support, promoting clinical support and education on a shift-to-shift basis.

The Austin Emergency Services provides exceptional care observing best practice and is a leading Australian hospital in regard to nursing educational opportunities and career

Position responsibilities

To provide administrative support to the Nurse Unit Manager and the Clinical Nurse Managers of the Emergency Department.

As a recognised highly performing member of the Emergency Department, this role is required to deliver excellence in administrative processes that support the ED's operational efficiency and service quality.

Role Specific:

Diary Management

- Manage diaries for ED NUM & Clinical NUMs

Meeting support

- Coordinate responsibility for ED Leadership and Management, Quality, and Research committee meetings including collating agenda and taking minutes.
- Coordinate ED staff forums, including organising catering, scheduling speakers, and taking minutes.
- Compile agendas and take minutes for other meetings as directed.
- Organise room bookings for the Emergency Department committees and other meetings as required.
- Maintain the room booking calendar for the ED Seminar Room and Wellness Room.

Reception

- Provide general reception duties to visitors to the ED management offices, including telephone calls and meeting requests.

Reports

- Assist in delivering reports to assist ED leadership with ED management requirements such as operational metrics.
- Prepare reports and presentations.
- Follow up staffing with expired mandatory training
- Engage with ED ANUMs who are standard leads in gathering quarterly updates

Rostering

- Submit Nursing and ECCT rosters to KRONOS rostering system, fortnightly and six weeks in advance as per award.
- Daily checks of staffing roster with allocations- communicate with floor coordinator any additional staffing requirements.
- Maintain a leave calendar for the ED Leadership team and the equipment team.
- Manage workforce email to review and alter Kronos for personal leave for accurate pay sign off

Process Improvement

- Collaborate with all other senior administrative roles within ED to ensure positive communication and a cohesive team response to administrative issues.

Recruitment support

- Support recruitment and develop position descriptions and advertisement of positions available within the department with guidance of leadership team
- Manage advertising cycle and support variation processing for regular position EOIs (leadership team leave cover, ANUM developmental role)
- Organise and coordinate of interviews for all emergency staffing
- Support onboarding of new staff, including preparing systems access and orientation information

Facilities and office maintenance

- Maintain local office environment, including filing, photocopying, laminating, printing, maintenance of office equipment and mail distribution
- Prepare and track Panorama facilities maintenance requests.

Finance support

- Prepare purchase order requisitions as required for office supplies and other purchasing.
- Prepare and submit invoices for approval and payment.
- Prepare financial access and delegation requests for approval as required *[e.g. for covering people managers on leave].*

IT support

- Prepare and track IT service requests
- Maintain an IT Asset register *[e.g. of mobile devices, PCs, printers]*

Other duties as required, including

- Provide ad hoc secretarial support to other staff within the ED.
- Ensure staff contact details database is kept up to date

- Maintain the departmental DL email and Teams lists for on and off boarding
- Maintain and update ED Nursing-related Pulse intranet pages
- Maintain the ED Nursing electronic filing system in SharePoint.
- Book conference-related travel with Austin Health's corporate travel management partner as required.

Selection criteria

Essential skills and experience:

- Intermediate knowledge of Microsoft Office programs, particularly Outlook, Excel, PowerPoint and Word
- Proven ability to use initiative and work without direct supervision
- Ability to solve problems and is solutions focused
- Excellent interpersonal and communication skills
- Experience in administrative monitoring and reporting processes for a large Department
- Experience in providing administrative support to multiple individuals or teams
- Experience with organising calendars, meetings, agendas and minute taking

Desirable but not essential:

- Experience working in a healthcare organisation
- A sound understanding of information technology, including clinical systems and applications relevant to the Management of rostering and risk management reporting, or as required for the role and/or department.
    - Office365
    - Teams
    - SharePoint
    - Power BI
    - Meeting Room Manager
    - Kronos
    - Find My Shift
    - RiskMan
    - Continuous improvement outlook.
- Previous experience working in a hospital environment

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 creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

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.