

# Position Description

## Administration Officer

<b>Classification:</b>	Administration Officer Grade 1
<b>Business unit/department:</b>	Molecular Imaging and Therapy
<b>Work location:</b>	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)
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Employment type:</b>	Full-Time
<b>Hours per week:</b>	40 hours (38+ADO)
<b>Reports to:</b>	Clerical Supervisor
<b>Direct reports:</b>	NIL
<b>Financial management:</b>	Budget: NIL
<b>Date:</b>	May 2025

### Position purpose

The Administration Officer role is responsible for supporting the administrative needs of the department, and supporting the medical and technology teams of the Department of Molecular Imaging and Therapy.

The department is a dynamic and fast paced environment, dealing with multiple internal and external stakeholders. This role will be the first point of contact for patients to the department.

### About the Directorate/Division/Department

The Department of Molecular Imaging & Therapy has four core service components, Nuclear Medicine imaging, Radionuclide therapy, Positron Emission Tomography (PET), and Bone Densitometry. The Department also produces radioisotopes on site using the in-house Cyclotron(s) and radiochemistry and QC laboratories and undertake a wide range of diagnostic and therapeutic examinations and research studies using these equipment platforms.

The department has 2 locations within Austin Health. Nuclear Medicine and PET services are located at the Austin Campus on level 1 of the Harold Stokes Building. Bone Densitometry services are located

at the Repat Campus on level 2 of the Centaur Building.

Patients are referred to the department from the emergency department, inpatient wards, specialist clinics within the hospital and also from external general practitioners and specialist consultants.

The department is a rapidly changing environment with new technology, research, and service developments. The clerical staff work very closely with the Technologists and Medical Staff and are consistently reviewed for provision of efficient services, with regular changes to systems and processes required to maintain a high quality patient focused service.

## Position responsibilities

### Role Specific:

- Telephone operations including management of enquiries from both internal and external sources, which must be dealt with in a professional, efficient and effective manner. This includes providing an accurate detailed paging and messaging service
- Ensure all booking requirements are in order for future appointments
- Organise and schedule inpatient and outpatient (both hospital and private) referral appointments, within appropriate time frames
- Utilise Austin Health IT systems, including RIS, (Radiology Information System), PACS (Picture Archiving Computer System), Medtrak, Cerner, SMR (Scanned Medical Record) and Healthlink to reference results, reports and other required data
- Prepare data using Microsoft Office skills
- Under the direction of the Clerical Supervisor and the Chief Technologist, assist with clerical specific documentation and work flows
- Liaise and communicate with other areas and departments of the hospital
- Co-ordination of appropriate transport bookings when needed
- Co-ordination of interpreters when needed
- Maintain a high level of customer service when dealing with and greeting patients
- Accurate recording of patient registration and processing (using RIS, and Medtrak/Cerner as required)
- The ability to handle patient billing processes including quoting, preparation of accounts and handling payment processes
- An understanding of Medicare processes
- Distribution of imaging results to referrers
- Reliably work within a rostered framework of varying shifts from 6.45 am – 5.30 pm at both the Austin and Repatriation sites, which will include extra days from time to time when required, to suit department needs
- Participate in departmental meetings as required
- Participate in all training requirements of the departments
- Contribute to, initiate or improve service delivery as opportunities arise
- Abide by departmental policies and procedures as applicable to role
- Perform other appropriate administrative and other duties as required
- Participate in Austin Health's annual Performance Review and Development (PRD) program as required.
- Engage in processes to monitor service delivery and participate in improvement activities.
- Undertake not to reveal to any person or entity any confidential information relating to patients, employees, policies, and processes and do not make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer
- Participate in the emergency incident response activities as directed.



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## Selection criteria

### Essential Knowledge and skills:

- Ability to work in a very busy office environment that deals with a large volume of administrative work alongside a front facing customer role
- Ability to handle a fast paced environment with an even temperament
- Ability to deal with many phone call enquiries
- Previous customer service and/or health administration experience
- Knowledge of medical terminology
- Typing skills
- Ability to work autonomously and as a member of a dynamic team, which works effectively within a multi-disciplinary environment
- A patient focused approach to care delivery
- Enjoy working with a range of stakeholders, including patients, healthcare providers and caregivers
- Demonstrated ability to prioritise importance of tasks
- Demonstrated ability to promote a professional and caring image with regard in particular to:
  - Sensitive needs of patients who originate from culturally and linguistically diverse backgrounds
  - Patients who are elderly
  - Department of Veteran Affairs patients
- Demonstrated organisational and time management skills
- Ability to problem solve and 'think on your feet' in a variety of situations
- Flexibility to work different shifts and hours as rostered at both Austin and Repat Campuses
- Ability to communicate effectively, verbal and written
- Possess a pleasant and professional telephone manner
- Understanding the principles of confidentiality
- Understanding the principles of safety in the workplace
- Demonstrated keyboard and data entry skills
- Demonstrated knowledge of Microsoft Office suite and excellent IT skills
- A commitment to Austin Health values

### Desirable but not essential:

- Knowledge of Medicare billing for diagnostic imaging procedures will be highly regarded

## Professional qualifications and registration requirements

There are no qualifications or registration requirements for this role.



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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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