

Position Description

Radiotherapy Bookings Specialist

Classification:	Grade 2: HS2 – HS21
Business unit/department:	Ballarat Austin Radiation Oncology Centre (BAROC)
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☒ BAROC
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 (+ADO)
Reports to:	Radiation Therapy Site Manager - Ballarat
Direct reports:	N/A
Financial management:	Budget: N/A
Date:	June 2025

Position purpose

The Radiotherapy Bookings Specialist is responsible for the central coordination of all radiotherapy-related bookings, registration, and planning functions at the Ballarat Austin Radiation Oncology Centre (BAROC), located within the Ballarat Regional Integrated Cancer Centre (BRICC). This role ensures accurate and timely scheduling of radiotherapy appointments and coordination of patient-facing administrative workflows, in close collaboration with the BAROC clinical/ and administrative team as well as external departments. The role is key to delivering efficient, patient-centred services and supporting clinical capacity by managing critical non-clinical appointment booking and coordination functions.

About the Directorate/Division/Department

Austin Health Radiation Oncology is committed to providing a service that embraces new technology, new techniques, and new ways of treating each patient so that the best outcome can be achieved. The Olivia Newton-John Cancer Wellness & Research Centre (ONJ Centre) and the Ballarat Austin Radiation Oncology Centre (BAROC) partner to provide radiotherapy services across the north-eastern Melbourne and Grampians regions with a holistic approach to cancer and supportive care. Austin Health also provides remote consultations and a superficial skin treatment service at the Stawell Austin Radiation Oncology Service (SAROS).

We're a diverse team of technologically driven health professionals encompassing radiation oncologists, radiation therapists, and medical physicists underpinned by allied health, nursing, and administrative support services to ensure we deliver the best care available; efficiently and focused on the needs of each patient. Our team is constantly working with referrers, researchers, and consumers to improve patient outcomes through evidence-based processes and new and innovative technologies.

Position key responsibilities

This position operates within structured processes, under direct supervision of the RT Site Manager and RT Clinical Leads. The successful candidate will use sound judgment, initiative, and established policy and procedures to deliver the following responsibilities:

Bookings & Scheduling

- Schedule radiotherapy planning and treatment appointments in the oncology information system (e.g., ARIA), using tumour stream-based workflows and patient-specific requirements.
- Communicate appointment details and preparatory requirements clearly to patients, and ensure bookings align with clinical and departmental priorities.
- Monitor waitlist and seek to meet timeliness targets and prioritisation guidelines set by the Department of Health and internal policies, escalating to clinical staff as required.

Coordination & Communication

- Liaise with internal departments and external services such as Urology, Diagnostic Imaging, Chemotherapy, Cardiology, and Dental to ensure pre-treatment requirements are completed in a timely and coordinated manner.
- Coordinate ancillary patient services, including transport, accommodation, and interpreter services as needed.
- Act as the first point of contact for patients seeking appointment information and escalate clinical or complex enquiries as appropriate.

Workflow Support & Oversight

- Follow up and contribute to refining standard operating procedures for registration, bookings, and planning workflows.
- Maintain accurate documentation and ensure timely updates to ARIA and other clinical systems.
- Provide regular updates to the RT Site Manager on workflow efficiency, task completion, and service needs and liaise with the BAROC Admin Coordinator/Admin teams in order to achieve role objectives.

Team Contribution & Professionalism

- Demonstrate consistent, professional behaviour that supports a respectful, team-based work culture.
- Contribute to a positive and collaborative administrative team environment through participation in shared tasks and rotations.
- Provide task-specific guidance to junior or temporary staff as required.



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Selection criteria

Essential skills and experience:

- Previous experience in a customer or patient facing role.
- Ability to establish and maintain a professional rapport with patients and staff to facilitate the provision high quality, safe and ethical patient care.
- Excellent interpersonal and communication skills.
- Demonstrated willingness to adapt to changing environment, flexible and self-motivated.
- Sound computer skills including accurate typing, clinical information systems, experience with a Microsoft Office software suite (word, excel etc)
- Strong organisational and time management skills.
- Contribute to a team environment, which promotes a positive culture, opportunity for learning and development, safety and welfare of employees and patients.
- Demonstrated professional reliability, motivation, initiative and flexibility.

Desirable but not essential:

- Certificate or Diploma in Health Administration or similar (minimum TAFE level).
- Over two years of experience in a healthcare, oncology, or patient-facing administrative role.
- Familiarity with oncology OR medical scheduling systems.

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 the 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.



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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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