

Position Description

Position Title: Administrative Officer (Grade 2)

Classification:	Administrative Officer Grade 2
Business unit/department:	Mental health-Specialty Services Directorate
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/>
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2024-2028 Choose an item.
Employment type:	Part-Time
Hours per week:	15.2
Reports to:	Divisional Manager Specialty Services
Direct reports:	Hamilton Program Manager
Financial management:	Nil
Date:	June 2026

About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising of the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home, and community-based health services, Austin Health is an internationally recognised leader in clinical teaching, training, and research, with numerous universities research institute affiliations. Austin Health employs near 9,500 staff across its sites; including over 1,600 doctors, 3,000 nurses, and 1,000 therapy & science Allied Health staff and delivers a full range of leading-edge.

Austin Health employs nearly 9,500 staff across its sites, including over 1,600 doctors, 3,000 nurses, and 1,000 therapy & science Allied Health staff and delivers a full range of leading-edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, mental health service). Austin Health provides over 900 beds, including mental health, aged care, rehabilitation beds, and a range of community and home services. The current annual operating budget is more than \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team oriented, and stimulating work environment.

Austin Health's current vision is shaping the future through exceptional care, discovery and learning. Our values define who we are, shape our culture and the behaviour, practices, and mindset of our people. Our

values are: Our actions show we care, we bring our best, together we achieve, and we shape the future.
www.austin.org.au/about-us.

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

About the Directorate/Division/Department

Austin Health and Goulburn Valley Health Partner Provider Service follows a shared, stepped care model, with the client remaining under the direct care of the referring healthcare provider and/or team throughout the duration of service. The Austin Health and Goulburn Valley Health Partner Provider Service further supports a collaborative approach to client care, to enhance the capacity and response of referring healthcare providers and teams, clients and carers to better manage substance use and addiction issues within the eastern population.

The Austin Health and Goulburn Valley Health Partner Provider Service has been established to provide primary and secondary consultation to people living with co-occurring disorders, who are engaged with AOD services, primary and secondary care services, local mental health and wellbeing services and area mental health services in the northeast region, as its core activities.

The hours of operation of the service will be 8.30am to 5.00pm on business days, with administration of the Austin Health Partner Provider Service largely conducted from Austin Hospital campus (either directly from Austin Health Partner Provider Service's location or as in-reach to other locations such as Goulburn Valley Health).

The Mental Health Division provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria. Services are located across Austin Health campuses and in the community. The Mental Health Division incorporates four program areas:

Adult Services and Older Adult Services 26+ years incorporating:

- North-East Area Mental Health Service (NEAMHS)
- Community Recovery Program (CRP)
- Prevention & Recovery Centre (PARC)
- Mobile Support & Treatment Service (MSTS)
- Perinatal Community Services (PCS)
- Parent Infant Program (PIP) and
- Eating Disorder Unit (EDU)
- Crisis Assessment and Treating Team (CATT/Pacer and Triage Services)
- Clinical Health Psychology
- Psychiatric Assessment & Planning Unit (PAPU)
- Hospital Outreach Post-Suicidal Engagement Team service (HOPE)
- Emergency Psychiatric Service (EPS)
- Primary Mental Health Team (PMHT)

Infant, Child & Youth Mental Health Services (ICYMHS) 0 – 25-year-old:

- State-wide and regional responsibility
- Inpatient, outpatient, and community outreach services
- Adolescent Intensive Management (AIM)



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- Autism Spectrum Disorders Program (ASDAP)
- Youth Early Psychosis Services (YEPS)
- Youth Brief Intervention Service (YBIS)
- Residential Community Services; Family Healing Centre and Youth Prevention and Recovery Centre (YPARC)
- Youth Crisis Assessment and Treatment Team
- Specialist Eating Disorders Service (SEDS)
- Autism Spectrum Disorder Assessment Program

Specialty Services with state-wide role incorporating:

- Psychological Trauma Recovery Service (PTRS) Inpatient and Community Services
- Austin Neuropsychiatry; Brain Disorders Unit, Transitional Support Unit and Community brain disorders assessment and treatment service (CBDATS)
- Clinical Psychiatry
- Austin Addiction Services
- Therapeutic Brain Stimulation
- Consultation-Liaison (CL) Psychiatry
- Hamilton Centre
- Brain Disorder Unit (BDU)
- Austin Drug and Alcohol Service (ADAS)
- Mary Guthrie House
- Transitional Support Unit (TSU)

Mental Health Nursing Education and Training Team (MHNETT) includes:

- Education and training

Psychiatry, Training, Research and Development Centre

All mental health services work within a clinical framework that promotes recovery oriented practice and supported decision-making. This approach to client wellbeing builds on the individual's strengths working in partnership with their treating team. It encompasses the principles of self-determination and individualised treatment and care

Position Purpose

This position plays an important role in creating a professional, positive image for the Mental Health Division. It is a front-facing role that regularly contacts and interacts with service consumers (patients, families, carers, and visitors) as well as other key stakeholders. The focus of an administration officer at this level is to provide professional, high-quality customer service, support administrative operations, and maintain a professional and welcoming environment ensuring our clients, carers and visitors feel valued and supported.

Position responsibilities

Role Specific:

- Demonstrate a respectful, courteous, and helpful manner when dealing with patients, family, carers, colleagues, and external stakeholders
- Typically serves as the first point of contact for clients, patients, residents, visitors, internal and external stakeholders.
- Provision of high-quality front facing patient centred customer service for the Austin Mental Health



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Division (MHD) inpatient, residential, and community services, including face-to-face and by telephone for both internal and external customers

- Foster a high standard of service delivery, based on collaborative team practice including effectively communicating with Administrative Services Manager or Team Leaders any information that may impact on the provision of services across all areas
- Ability to work effectively and cooperatively within an innovative and changing team and service environment and a proven ability to enhance multidisciplinary team functioning as an active team member
- Strong time management skills with ability to work to deadlines
- Signing of private patients (inpatient) Front Desk Reception and providing customer service (internal and external)
- Ensure we are providing a friendly and efficient reception for attending patients, families, carers, and staff
- Triage and prioritise patient and other phone calls to ensure they are responded to the appropriate person and within an appropriate time frame
- Handle correspondence, incoming and outgoing phone calls, emails and other communications
Diary management and where required allocation and booking meeting rooms for face-to-face appointments and/or telehealth appointments
- Receiving, sorting and prioritising all correspondence
- Ensure all relevant clinical documentation is captured within the patient electronic medical record (EMR)

Data integrity and quality

- Ensure timely and accurate entry of patient information into health information systems, including but not limited to: Client Management Interface (CMI) – registration details, community episodes, admissions/transfers/discharges, legal status, ISP/Review, diagnosis, treating team details, referrals, seclusion/restraint details, and bed reconciliation
- Enter Outcome measures and Phase of Care into CMI from data on CERNER
- Undertake training in Power Bi to monitor team KPIs and support clinicians with same
- Recording and production of reports including - actual versus target reporting, CMI data entry of reportable and non-reportable contact statistics, analysis of same data and preparation of relevant reports such as outcome measures, time critical clinical reviews and caseload management
- Trakcare Patient Administration Systems (PAS) – registration, label printing, tracking of medical records, bed returns, updating records, adding supplementary information and/or cross referencing with CMI
- Scanned Medical Records (SMR) – Clinical Patient Folder (CPF) – episode creation scanning batch numbers and quality audit details
- Austin Community Vue (ACV) extract data from reports to enter on CMI • Ensure that all data entry is completed in line with statutory reporting requirements

Medical Records – Clinical forms:

- Ensure that Mental Health and Wellbeing Act (2022) legal paperwork and relevant documentation is prepared and forwarded to the Medico-Legal Coordinator in time for Mental Health Tribunal (MHT) hearings
- Assistance with the Medico-Legal department is required, including preparation of the MHT hearings,



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and supporting the administration of the hearings as needed but not limited to.

- Prepping of clinical documents, to be scanned into SMR, ensuring high quality of documents for scanning and timeliness, including compiling admission documents (inpatient services) and delivering them to Health Information Services (HIS) to be scanned within 2 (two) days of discharge
- Local scanning of clinical approved forms, ensuring that all documentation is scanned and filed in the correct areas of the record
- Identification and correct errors identified in the scanned medical documents (SMR).
- Management of paper-based medical records and temporary admission folders, ensuring information is available for clinical use (both inpatient and community) when required, by requesting and couriering records to and from other locations when necessary
- Ensure that high data quality and integrity is maintained by identifying and correcting errors in all relevant information systems
- Identifying incomplete or incorrect MHD paperwork and delivering it to the necessary person to be completed/corrected

Other Administrative responsibilities:

- Provide overarching administrative support to mental health inpatient, residential and community services including, but not limited to; collection and distribution of mail ordering forms, brochures and stationery, management of petty cash expenditure and reimbursement and booking interpreters
- Undertake training on Austin Community Vue (ACV) and monitor appointments and room bookings, upload scanned documents and upload templates for consumers and internal and external stakeholders
- Maintain office supplies and support clinical areas with IT related support to equipment
- Collaborate with colleagues: Provide administrative support to other departments or teams as needed
- Prepare KPI reports via Power-Bi for use by management
- Covering MH Helpdesk roster (Superuser access) for Rapid CMI and other Mental Health Service enquiries and tasks
- Supervise/Co-ordinate a small work group as required from time to time
- Participate in Performance Review and Development (PRD) process annually
- Undertake all mandatory training modules as required by Austin Health and those set by the MHD and the Administrative Services stream
- Attend and participate in relevant team and divisional meetings, prepare agenda, taking minutes if required, typing up and distribution of same, follow up on items for action
- Perform other administrative duties within the Mental Health Division (MHD) and work from another location as directed
- Be aware of and adhere to safety and other procedures within the MHD and sites you visit
- Comply and keep up to date with changes in administrative policy and procedures
- Identify process improvement opportunities to support effective and efficient unit operations
- Share practice improvements with admin colleagues and support new team members as necessary with their learning
- Take on relevant tasks to support leave cover of other members of the administration team
- Perform other tasks as required by the Administrative Service Team Leader and
- Work discretely and maintain strict patient confidentiality

All Employees:



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- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse)
- Demonstrated cultural sensitivity when working with young people and families with diverse backgrounds
- Report incidents or near misses that have or could have an impact on safety - participate in identification and prevention of risks
- Maintain privacy and confidentiality of consumer, families, and carer information at all times
- Promote a culture of continuous quality service improvement and participate in activities and learning designed to improve standards of service and practice
- Promote a healthy work environment that enhances safety, security, and optimal health
- Commitment to Austin values and comply with the Code of Conduct and other policies outlined on the OPPIC intranet
- Participate in continuing education programs and training and demonstrate a commitment to improving professional performance and development
- Actively seek feedback from staff regarding the quality of their practice
- Participate and train to be a Fire Warden for local areas and support local workplace, health and safety representatives, and Team Managers to uphold safe working environments as requested

Selection criteria

Essential skills and experience:

- Understanding of customer service as it relates to internal and external customers and commitment to effectively meeting their needs
- Exceptional face-to-face, phone and written communication skills, including discretion and confidentiality with sensitive matters
- Extensive experience in the provision of administrative support and reception services to support a team of multi-disciplinary professionals
- Demonstrated ability to be approachable, customer orientated and proactive in finding solutions and taking initiative where required or escalating to manager appropriately
- Advanced computer literacy and keyboard skills, and highly proficient working knowledge in information technology systems and applications utilised by Austin Health (Microsoft Office 365, search engines, databases, risk operating systems, ordering platforms)
- High level organisational skills, ability to multi-task and prioritise work in a busy environment so that all tasks are completed in required timeframes while meeting strict quality standards
- Ability to work independently under broad direction and as a member of a cohesive team
- Effective conceptual and analytical skills
- Proven ability to work well with staff at all levels, actively contributing to its success
- Ability to work within and across teams and adapt quickly to changing and sometimes challenging environments
- Commitment to quality improvement
- Current Victorian driver's license
- Current working with Children's Check with no restrictions
- Undertake National Police Record check



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Desirable but not essential:

- Professional Administration qualifications (certificate or equivalent)
- Previous experience working in a hospital or mental health service
- Knowledge of the Mental Health and Wellbeing Act 2022 and findings of the Royal Commission into Mental Health, as related to allocated duties
- Understanding of Mental Health presentations and disciplinary workforce
- Working knowledge of CMI, proficiency in database management and, hospital and other health administration 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 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.



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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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