

Position Description

Hospital in the Home & Virtual Care Technician

Classification:	Administrative Officer Grade 2
Business unit/department:	Hospital in the Home & Virtual Care
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
	Choose an item.
	Choose an item.
Employment type:	Full-Time
Hours per week:	38
Reports to:	Hospital in the Home & Virtual Care - Nurse Unit Manager
Direct reports:	NIL
Financial management:	Budget:
Date:	September 2026 - Ongoing

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

The Hospital in the Home and Virtual Care (HITH-VC) Technician works under the direction of the Nurse Unit Manager and HITH-VC Pharmacist to support the safe, efficient and effective delivery of home-based and virtual care services. The role is responsible for coordinating and maintaining clinical consumables, medications, equipment and technology required for HITH operations across Austin and Repatriation campuses, including inventory management, stock procurement, equipment maintenance, logistics and patient support. The HITH-VC Technician collaborates closely with nursing, pharmacy, supply, ICT, external agencies, patients and carers to ensure timely access to resources, minimise waste, maintain compliance with organisational policies and procedures, and support the operational demands of the HITH and Virtual Care programs while contributing to quality, safety and continuous service improvement.

About Hospital in the Home & Virtual Care

Hospital in the Home & Virtual Care facilitates the shift of traditional acute care to the patient's own home without compromise to quality and effectiveness. This care may take place via in-home nursing and support services, via video telehealth or via admission to Hospital in the Home – Virtual Care, where higher acuity care can be provided via video-telehealth, utilising wearable technology.

Hospital in the Home improves patient satisfaction, reduces the cost of hospitalisation per in-patient episode, and facilitates hospital flow.

The strategic plan for HITH aims to provide: Reliable, safe, patient-centred care, Digital Transformation, and Innovation in Specialist Care

The following principles underpin the delivery of the Austin Health HITH program:

- I. Care is provided to the patient in a timely fashion, without delay. The patient is engaged, and central in all treatment and care decisions.
- II. Patients are informed, consulted with, and agree to receive their hospital care in the home.
- III. Management of the patients' care is seamless between acute or admitted care, as a result of an organisational approach to utilisation of the service.
- IV. Austin HITH is designed to ensure that all patients can access the HITH service if they require it, regardless of place of residence.
- V. The HITH workforce are empowered to ensure personal safety for the workforce, and the patients via a clearly defined assessment process undertaken on application for admission.
- VI. HITH services are designed to allow for rapid access by patients to care seven days a week, twenty-four hours a day. This includes a clearly defined 24/7 emergency response and escalation process known to each admitted patient.
- VII. Patients' cultural values are respected and considered in treatment options.
- VIII. High quality, safe care delivered by an appropriately experienced and skilled workforce.
- IX. Acute Austin Health treatment and care services can and will be delivered by way of telehealth, virtual ward admission or other appropriate pathway in response to the changing acuity needs and demands of Austin consumers.
- X. Austin Health is committed to innovation and expansion of traditional HITH service provisions, and actively participates in exploration of non-traditional care types.

Hospital in the home can be accessed as an alternative to traditional ward-based care by current inpatients at Austin Health (all campuses), patients in the Emergency department/Short Stay Unit, or by individuals who are referred to HITH as part of a planned admission (often via a HITH surgical pathway).



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To be accepted to the HITH program, referrals are assessed for suitability to ensure the person is clinically stable, has appropriate supports in the home, the home environment is safe for staff to attend, and they consent to the programme.

The program provides complete care co-ordination services and can include: - personal care assistance, dietary supplements, physiotherapy and occupational therapy in the patients' own homes to facilitate the required clinical care.

HITH Virtual Care supports patients who require higher acuity clinical oversight and facilitates specialty clinical management. These care types are growing and changing rapidly, as HITH-VC continues to grow.

Austin Hospital in the Home & Virtual Care prides itself on being an innovative service, striving to ensure people are receiving the right care, in the right place (both in-person and through utilising technology).

Hospital in the Home & Virtual Care sits within Virtual Services in the Access, Critical Care, Imaging and Ambulatory Services Division (ACIA).

Position responsibilities

Role Specific:

The Hospital in the home technician must set priorities to meet the operational demands of the service, prioritising patient flow and safety while managing competing and evolving demands.

Major responsibilities include:

- Management of consumable inventory & ordering for Hospital in the Home & Virtual Care (both Austin & Repat Campuses). This includes:
 - Stock ordering
 - Storage and maintenance of all stock products.
 - Preparation of pre-packed items for patient use (stock kits)
 - Stock rotation to allow for use of short-dated stock
 - Liaise with suppliers for delivery of required stock items, consulting with nursing, pharmacy and Austin supply staff to source alternative products should there be delays or product changes.
- Minimisation of stock wastage
- Preparation of stock for clinic reviews
- Liaise with HITH-VC staff and pharmacist for stock ordering and preparation
- Support the HITH-VC medication supply process by coordinating medication collection, stock replenishment, packing and transfer activities in collaboration with HITH staff and pharmacists, ensuring medications are available at the required location and time for patient care.
- Liaise with patients and carers as required to facilitate stock delivery.
- Liaise with external agencies to complete stock checks in patient homes and ordering & supply of required stock.
- Organisation of timely and appropriate stock delivery to required locations (ie: Austin office, Repat office, patients' homes.)
- Cleaning and auditing of electronic infusion pumps.
- Process returned from HITH patients and staff in accordance with Departmental and organisational policy and procedural guidelines.



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- Coordinate repairs and routine maintenance of equipment.
- Maintain and coordinate devices used for care delivery – keeping track of devices and liaising with ICT services as required.
- Provide operational support for the management of equipment and devices across the Austin and Repat campuses, including coordination of computer updates and ICT service requests, oversight of device maintenance and repairs, and management of stock, equipment, and supplies for fleet vehicles.
- Completion of required documentation
- Support with filing of pharmacy paperwork including scanning of scripts.
- This role involves regular walking between departments, packing and unpacking stock, handling equipment and consumables, and moving boxes. The successful applicant must be able to safely perform these inherent physical requirements of the position.
- Other duties as required.

Selection criteria

Essential skills and experience:

- Proven ability to deliver high-quality, patient and customer-focused service.
- Well-developed verbal and written communication skills, with the ability to communicate effectively with a broad range of stakeholders.
- Strong organisational, prioritisation and time management skills, with the ability to manage competing demands and meet deadlines.
- Demonstrated ability to accurately and reliably undertake routine operational and administrative tasks.
- Proven ability to work independently, exercise initiative and contribute positively within a multidisciplinary team environment.
- Commitment to continuous improvement, with the ability to identify opportunities and contribute to the development of more efficient work practices and processes.
- Flexible and adaptable approach to work, with the ability to respond effectively to changing priorities, environments and service requirements.
- Sound computer literacy, including proficiency in Microsoft Office applications (Word, Excel, Outlook and Teams).
- Demonstrated ability to learn and effectively use new information technology systems and digital platforms.
- High attention to detail and commitment to maintaining accurate records, inventory management and operational documentation.
- Demonstrated commitment to quality, safety, confidentiality and compliance with organisational policies and procedures.

Desirable but not essential:

- Experience in stock control, inventory management, logistics, equipment coordination or healthcare support services within a hospital or community healthcare setting.



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Professional qualifications and registration requirements

- There are no qualifications or registration requirements for this role.

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



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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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