

# Austin Health Position Description



## Position Title: Administration Officer

Classification:	Grade 1
Business Unit/ Department:	Medical Cognitive Research Unit (MCRU)
Work location:	Heidelberg Repatriation
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	Fixed-Term Part-Time
Hours per week:	1.0EFT/38hrs
Reports to:	MCRU Manager
Direct Reports:	Nil
Date:	12Sep2024

## About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Our vision is to shape the future through exceptional care, discovery and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

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 is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

## Position Purpose

To provide a full range of administrative and receptionist duties for the Medical and Cognitive Research Unit (MCRU) including overseeing several projects and staff. Requiring the utmost professional service etiquette, strict patient confidentiality and the ability to effectively communicate at all levels within the unit.

## About MCRU

The **Medical and Cognitive Research Unit (MCRU)** is located at the Heidelberg Repatriation Hospital Campus of Austin Health and is tiered within the Continuing Care Clinical Service Unit under the Aged Care Services. It is the largest dementia clinical trials centre in the southern hemisphere, and one of the largest in the world.

MCRU has a strong and successful history in conducting numerous clinical trials in various neurodegenerative disorders, with a majority of the trials focusing on Alzheimer's Disease.

The atmosphere within MCRU is energetic, friendly, and cohesive, with strong teamwork ethic amongst all staff members. The unit comprises of study coordinators, medical investigators, administrative staff, a recruitment officer and neuropsychologist raters.

## Purpose and Accountabilities

### Role Specific:

#### Administration and Reception:

- Meet and greet patients and their carers and provide exceptional customer service.
- Clerical duties, including answering phone calls, responding to emails, entering patient details on hospital EMR and preparing documents as required
- Provide administrative assistance to the Medical Director and the Manager
- Operation, maintenance and security of record keeping systems and software.
- Create and update record and databases of personnel, financial and other data as necessary.
- Support budgeting and bookkeeping procedures as required.
- Submit timely reports and prepare proposals as assigned.
- Track stock of office equipment and kitchen supplies and place orders.
- Equipment management and maintenance:
  - Organise yearly servicing and calibration of equipment and maintain log of same.
  - Generate reports from central monitoring systems of freezers and fridge as required.
- Induction of all new staff with regards to administrative processes.
- Identify, establish, improve and maintain administrative processes.
- Organise administrative functions for clinic visits, meetings and events, including catering.
- Assist in the set up and pack up of the unit ensuring the rooms are left in a clean and tidy state at the end of each day.

#### Data management:

- Ensure patient confidentiality is maintained at all times.
- Assist with the timely submission of Medical Record documents to SMR (Scanned Medical Record), and retrieval of patient's medical information from prior/other health care providers.
- Respond to all relevant correspondence and requests for information.
- Create and update records on research related information including protocol changes and timepoints.
- Data entry and update of patient details and clinic visits in the calendar.

**Communication:**

- Ensure timely and effective communication of information.
- Maintain professional working relationships with all parties involved in each clinical trial.
- Help promote and maintain a supportive team approach within MCRU to ensure good working relationships.
- Attend relevant unit and hospital-wide meetings.

**General:**

- Maintain a flexible approach to working hours to meet the requirements of the unit.
- Hybrid approach to work is negotiable.
- Other duties consistent with the position where required and/or requested by management from time to time.

**All Employees:**

- Comply with Austin Health policies & procedures as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments
- Maintain a safe working environment for yourself, colleagues and members of the public. Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centred care
- Comply with Austin Health mandatory training and continuing professional development requirements
- Work across multiple sites as per work requirements and/or directed by management

## Selection Criteria

**Essential Knowledge and skills:**

- A commitment to Austin Health values: Our actions show we care; We bring our best; Together we achieve; and We shape the future.
- Proven high level experience as an office administrator
- Advanced computer skills. Demonstrated experience with Microsoft Office 365 and Electronic Medical Record software. Ability to have a go at all tech and quickly grasp the software.
- Strong customer service skills, particularly the ability to work with older adults and their family and friends, and external stakeholders like pharmaceutical companies.
- Excellent written and verbal communication skills.
- Demonstrated high level ability to organise, prioritise and manage time effectively.
- Good problem-solving ability, and ability to work independently with limited supervision.
- Enthusiasm, willingness to learn and contribute to the research team.
- High level attention to detail and demonstrated experience of showing initiative.
- Excellent work ethic, reliability, and punctuality

**Desirable but not essential:**

- Bookkeeping skills
- Experience working in a medical or other health related practice.
- Experience in clinical trials.
- Knowledge of medical terminology

## General Information

### Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

### Equal Opportunity Employer

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

## Document Review Agreement

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	