

Austin Health Position Description



Position Title:

Classification:	Casual Administration Officer HS1
Business Unit/ Department:	Molecular Imaging & Therapy
Work location:	Austin Health <input type="checkbox"/> Heidelberg Repatriation <input type="checkbox"/> Royal Talbot <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	Casual
Hours per week:	As required
Reports to:	Clerical Supervisor
Direct Reports:	NIL
Financial management:	Budget: NIL
Date:	October 2023

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](#).

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the

gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

About Department of Molecular Imaging and Therapy

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.

Purpose and Accountabilities

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.

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 centered 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.

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives.

- Ensure incident management systems are applied and a response to local issues and performance improvement occurs.
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements.

Selection Criteria

Essential Knowledge and skills:

- 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
- 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

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

Austin Health is committed to diversity and inclusion in employment and is proud to encourage applications from people of different backgrounds, abilities, ages, genders, gender identities and/or sexual orientations.

Austin Health acknowledges the Traditional Owners of the lands we work on and pay our respects to Elders past and present.

We welcome applications from people with disability and aim to provide an inclusive and accessible workplace. If you need any help with the application process or would like to discuss your reasonable adjustments during interviews, please let us know.

We welcome applications from Aboriginal and Torres Strait Islander peoples. 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

Manager Signature	
Employee Signature	
Date	