

# Position Description

## Administration Team Leader

<b>Classification:</b>	Admin Officer Grade 2
<b>Business unit/department:</b>	The Surgery Centre/Austin Operating Suite  Planned Procedures & Endoscopy Services Surgery, Anaesthesia & Procedural Medicine Division
<b>Work location:</b>	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Employment type:</b>	Full-Time
<b>Hours per week:</b>	40 (ADO)
<b>Reports to:</b>	Elective Admissions & Austin Operating Suite Administration Manager
<b>Direct reports:</b>	0
<b>Financial management:</b>	Budget:0
<b>Date:</b>	May 2025

### Position purpose

To ensure the efficient and effective delivery of services by the administration team at The Surgery Centre / Austin Operating Suite, maintaining high standards of performance is essential. This should be consistently supported by relevant, up-to-date training and practices that align with current best standards.

Assist and support the Elective Admissions & Austin Operating Suite Administration Manager with necessary administrative tasks, contributing to the smooth management of the administration team and operations within the department. Oversee the daily functions of the administrative team to ensure optimal performance.

Required to work at both the Austin and Repatriation Sites in an administrative leadership role, if needed. Learn and become proficient in each role in team whilst working within a rotating roster.

The Team Leader position is primarily based at The Surgery Centre at Repat Campus, Austin Health. However, it also requires cross-campus work at the Austin Operating Suite to standardise best practices, workflows, and operational knowledge across both sites

Provide support to the Elective Admissions & Austin Operating Suite Administration Manager as required

## About the The Surgery Centre/ Austin Operating Suite

The Surgery Centre (TSC) provides a unique service by separating short-stay and day case elective surgery from emergency surgery, which is performed predominantly at the Austin campus. TSC comprises of eight Operating Rooms, two Endoscopy rooms, a 12 bay Recovery Room, and an inpatient unit consisting of 32 available overnight beds and 21 spaces for Day Surgery capacity. TSC is operational over 7 days per week, 24 hours per day. Approx. 13,500 procedures are performed yearly.

The position is within TSC where a diverse range of surgery is performed, including Urology, Ophthalmology, Plastics, Endoscopy, Gynecology, ENT, and General Surgery. Our philosophy is to provide a welcoming environment where the emphasis is on providing quality and effective care for our patients in a supportive and patient-centered environment. The administrative teams work in close collaboration with nursing staff to assist with the operational requirements of the operating suite.

The Preoperative Suite, Surgery and Endoscopy Service on the Austin campus includes 11 Operating Rooms, 2 Procedure Rooms, 2 Endoscopy Rooms, a Recovery unit with high dependency patient facilities, and a Surgery and Endoscopy Centre with up to 12- overnight beds to care for day surgery and day of surgery admission (DOSA) patients. 25,000 surgical and endoscopy procedures are undertaken per annum in the area.

The service provides a broad range of elective and acute surgical procedures including liver transplant and cardiac surgery. The acute service for emergency surgery is available 24 hours per day, 7 days per week. The elective service operates Monday – Friday with some additional Saturdays. The Austin Perioperative Service has a strong commitment to professional support and education of staff and is continuously ensuring that our patients always receive excellence in care

## Position responsibilities

As Team Leader, you will act as the first point of contact for all administration team members, motivating and fostering positive work practices through consistent communication and collaboration to ensure our common goals are achieved.

Each day you will lead and oversee the administration team, ensuring the highest standard of service is delivered to our patients, visitors, and internal stakeholders. Your leadership will play a vital role in supporting our hospital's daily operations and maintaining our commitment to excellence in care.



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Your communication skills should be exceptional, and you should take a proactive approach to ensure changes and updates are effectively communicated.

We work in a dynamic and fast-paced environment, where each day brings new challenges and opportunities. A passion for problem-solving and an analytical mindset is essential.

- Support the Elective Admissions & AOS Admin Manager in organising and supervising the administration staff, including managing rostering, planning for required leave, ensuring job rotation aligns with the correct skill sets, and ensuring that departmental needs are consistently met.
- Act as the first point of contact for any sick leave notifications from the Administration Team and coordinate appropriate cover to ensure business continuity.
- Lead and improve team performance, collaborate with the Elective Admissions & AOS Admin. Manager on continuous improvement initiatives.
- Ensure consistent implementation and maintenance of policies and procedures within work areas, promoting compliance and operational efficiency across the team
- Establish clear accountability for upholding quality and safety standards within the Administration team, fostering a culture of responsibility and continuous improvement.
- Demonstrate leadership by example, actively engaging and motivating the team to align with and achieve organisational goals.
- Escalate any staff or service delivery concerns promptly to the Elective Admissions & AOS Admin Manager to ensure timely resolution and continuity of service.
- Maintain regular communication with the Elective Admissions & AOS Admin Manager to address changes in work practices, staff concerns, leave requests, and departmental requirements, ensuring appropriate management approval is obtained when necessary.
- Assist with Cerner and TrakCare data management and upgrades
- Provide coverage and support during periods of staff shortages, maintaining service levels and operational efficiency as required
- Provide leave cover for the Elective Admissions & AOS Admin Manager as required.

## Procedural Responsibilities

- Support the Elective Admissions & AOS Admin Manager in overseeing daily patient processing, ensuring timely, efficient, and courteous booking, admission, discharge, and attendance within the department
- Assist in maintaining and updating administrative work practice standards, including manuals, associated documentation, workflows, and standard operating procedures to support consistent and high-quality service delivery.



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- Actively contribute to departmental quality assurance initiatives, promoting continuous improvement and adherence to best practices.
- Monitor and maintain stock control processes, ensuring the availability of necessary supplies and efficient use of resources.

## Training and Development

- Motivate and support admin staff in reaching their potential through continuous training and development.
- Demonstrate in-depth knowledge of surgery booking systems, including relevant policies, procedures, and workflows.
- Working with the Elective Administration & AOS Admin Manager, ensure the Admin Team receives both formal and informal training to meet all departmental standards.
- Participate and roll out procedural training, professional development, and performance reviews for yourself and the admin team, ensuring adherence to the department's minimum standards.
- Be fully proficient in all systems and workflows to provide detailed and effective training to others.

## Meetings

- Participate and represent the administrative team in departmental meetings, as required.
- Assist Elective Admissions & AOS Admin Manager in the preparation of the agenda for administrative team meetings.
- Undertake and distribute minutes of meetings which you (or other administrative team members) attend.



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## Selection criteria

### Essential skills and experience:

- Proven excellence in customer service, with a genuine commitment to patient care. • High personal standards and drive to succeed.
- Ability to give and receive feedback in a constructive framework
- Clear and confident communication skills, both written and verbal, with a professional and compassionate approach.
- The ability to build strong relationships with patients, families, clinicians, and colleagues across all levels of the organisation.
- Sensitivity to the needs of patients from cultural and linguistically diverse backgrounds
- Ability to positively support admin staff with both technical and people management skills to achieve the best practice in customer service delivery.
- To work both autonomously as a leader and member of a dynamic team, which works effectively within a multi-disciplinary environment.
- Demonstrated advanced computer literacy including Microsoft Office Suite 365 and Success Factors

### Desirable but not essential:

- Administration qualification
- Knowledge of medical terminology
- Knowledge of hospital information systems
- Patient management using Cerner and TrakCare
- Rostering using Kronos Dimensions
- Comprehensive understanding of Elective Surgery workflows

## 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.



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## 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.

### 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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