

Position Description

Administration Officer

Classification:	HS2
Business unit/department:	Continuing Care
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" 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:	Fixed-Term Part-Time
Hours per week:	16
Reports to:	Director of Nursing-Royal Talbot Rehabilitation Centre, Divisional Manager-Rehab/Statewide Services Director of Rehabilitation Medicine
Direct reports:	0
Financial management:	Budget: \$0
Date:	May 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung 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.

Position purpose

This role is a pivotal enabler of clinical and operational excellence within Rehabilitation Services at Royal Talbot Rehabilitation Centre. It partners closely with medical leadership and the broader executive team to ensure seamless coordination of clinical services, workforce processes, and executive operations.

Success in this role comes from anticipating needs, connecting people and systems, and creating efficient, reliable processes that support high-quality patient care and clinician experience.

About Continuing Care and Rehabilitation Medicine at Royal Talbot

The Continuing Care Clinical Service Unit brings together rehabilitation, aged care and community-based services across Austin Health, providing integrated care across inpatient, ambulatory and community settings. The service operates across multiple campuses including the Royal Talbot Rehabilitation Centre, Heidelberg Repatriation Hospital and Austin Hospital, supporting diverse patient groups with complex needs.

Rehabilitation Medicine provides consults to the acute campus, inpatient rehabilitation services at Royal Talbot Rehabilitation Centre and Rehab@Home in the community. Rehabilitation Medicine provides the Statewide ABI service (together with Caulfield Hospital) and multiple outpatient clinics to assist people living with new onset disability to integrate back into the community safely, and works closely with our Aged Care colleagues.

Position responsibilities

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- Coordinate the administrative flow of specialist outpatient clinics, ensuring systems, scheduling and patient communications are accurate, timely and reliable
- Maintain high-quality data and documentation across clinical systems to support safe and effective patient care
- Support the end-to-end experience of medical staff, including onboarding, rostering coordination, and ongoing administrative support
- Partner with Medical Workforce and key stakeholders to ensure recruitment, credentialing and compliance processes are completed efficiently
- Provide proactive executive support to senior medical and nursing leaders, including diary management, meeting coordination and preparation of high-quality documentation
- Build strong working relationships across clinical, operational and corporate teams to support effective communication and service delivery
- Identify and implement improvements to administrative processes to enhance efficiency, consistency and user experience
- Maintain organised systems for information management, reporting and documentation
- Provide guidance and practical support to staff in the use of digital tools and systems where required
- Contribute to a responsive, collaborative administrative team that supports service continuity across Royal Talbot Rehabilitation Centre

Selection criteria

Essential skills and experience:

- Demonstrated experience providing high-level administrative or executive support in a complex environment
- Strong organisational skills with the ability to manage competing priorities and adapt to changing demands
- Highly developed communication and interpersonal skills, with the ability to engage effectively with a wide range of stakeholders
- Digital confidence and experience working with multiple systems (e.g. Microsoft 365, clinical or rostering systems), with strong attention to detail and data accuracy



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- Proven ability to exercise judgement, initiative and discretion, including maintaining confidentiality
- Collaborative and solutions-focused approach, with the ability to work both independently and as part of a team

Desirable but not essential:

- Experience working in a healthcare or public sector environment
- Familiarity with clinical systems such as TrakCare, Cerner, SMR or similar
- Understanding of medical workforce processes, rostering or credentialing
- Experience supporting senior leaders or executives

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



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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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