

# Position Description

## Administration Officer

<b>Classification:</b>	Administration Officer – Grade 2
<b>Business unit/department:</b>	Orthotics and Prosthetics
<b>Work location:</b>	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)
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025 Choose an item. Choose an item.
<b>Employment type:</b>	Part-Time
<b>Hours per week:</b>	As per Contract
<b>Reports to:</b>	Manager Orthotics and Prosthetics
<b>Direct reports:</b>	Nil
<b>Financial management:</b>	Budget: N/A
<b>Date:</b>	Oct 2025

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

The Administration Officer aims to deliver exceptional administrative support to the O&P Manager and team, including; reception duties, processing of accounts, inventory management, ordering and data processing. This role provides a professional, customer-focused and efficient administration function within the team to enhance patient care and service delivery.

## About the Directorate/Division/Department

This position is based within the Orthotic and Prosthetics Department. This department forms part of the Directorate of Allied Health. Within Allied Health, there are over 1,000 health professionals across 27 disciplines broadly known as the therapies and sciences, who work as key members of the multidisciplinary team aiming to provide the best outcomes for patients via preventing, diagnosing, and treating a range of healthcare conditions.

Allied Health staff support patients at every stage of their healthcare journey across Austin Health with services provided across all three sites (acute and sub-acute), in the ambulatory setting, at home and in the community.

The O&P Department is committed to promoting the highest levels of management for our patients using person-centred evidence-based practice.

The team provides services to all three campuses of Austin Health, across all Divisions. The team provides care across the continuum and is a registered service provider for several funding bodies including NDIS, VALP, TAC & Workcover.

The Administration Officer employed in this position reports operationally to the Manager of Orthotics and is supervised by the Accounts Officer/Administration Team Leader.

The team is focused on developing the professional body of knowledge and practice of staff in a range of areas to ensure high quality service provision. This is achieved through staff participating in ongoing training and professional development, clinical supervision and performance review, research and quality improvement activities. The department has a continuing education, student and quality improvement strategy which is developed and operationalised through senior leadership forums and committees.

## Position responsibilities

### Role Specific:

#### Front Desk Reception and customer service (internal and external)

- Be the first point of contact by telephone and face to face enquires for all patients and visitors, acting in a warm professional and courteous manner.
- Ensure we are providing a friendly and efficient reception for attending patents, families, carers, and staff.
- Answer incoming telephone calls, triage patient needs and make appointments when appropriate. Liaise with clinicians (when required) regarding scheduling of urgent appointments.
- Escalate any patient issues in a timely manner.
- Ensure enquiries are allocated to the appropriate person and are responded to within an appropriate time.
- Arrange clinical appointments for all outpatient clinicians using electronic appointment/scheduling software.



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- Coordinate referrals for new and existing patients – prepare files, ensure appointments are scheduled based on priority as determined by a clinician.
- Maintain patient records ensure patient information is updated on file and in databases. Prepare documents for scanning to the patient's medical record.
- Liaise with GPs, other health professionals.

### **Finance processes**

- Accurately raise invoices in the finance system (Oracle Fusion) ensuring correct debtor (NDIS, SWEP, TAC, Workcover or Individual) is billed.
- Ensure all NDIS processed invoices are aligned with NDIA guidelines for expenditure.
- Processing payments and financial transactions and reconciliation of accounts at the end of each business day.
- Ensure a paper trail is maintained to follow up outstanding debts. (Accounts Receivable, Payable, Banking Reconciliation, Reimbursements, Debt Collection, and processing Electronic Remittance Advices (ERA) for Electronic Funds Transfer (EFT).
- Liaise with internal and external stakeholders regarding patient funding details and departmental invoicing processes.

### **Procurement processes**

- Purchasing of raw manufacturing materials, componentry, stationary etc. as requested by Clinicians, Technicians, stream leader and Department Manager (ordering via Oracle Fusion).
- Liaising with suppliers to obtain/verify pricing and ensure agreements are adhered to.
- Ensuring inventory database is up to date at all times.

### **Department responsibilities**

- Preparing and distributing minutes of staff meetings as needed.
- Monitor stationery and/or clinical supplies and place orders as required or directed. Always maintain work supply.
- Accountable for carrying out duties requested by the Administration Team Leader/Accounts Officer and the Manager of the O&P Department
- Contribute to O&P Quality improvement activities as required.
- Ensure accurate entry of patient demographics and compliance with Health Information Services (HIS) policies and procedures.



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## Selection criteria

### Essential skills and experience:

- Demonstrated customer service skills.
- Current NDIS Worker Screening check.
- A sound understanding of inventory management, can demonstrate its significance in Orthotics and Prosthetics.
- A good understanding of accounting practices including billing, accounts payable and receivable.
- Sound administrative working experience demonstrating good time management, organisational and problem solving skills
- The ability to prioritise tasks and work within a fast-paced environment.
- Ability to work independently, and as a part of a team showing the initiative to be involved in the strategic direction of the organisation and the department.
- Well-developed interpersonal skills, with a flexible approach to work to suit changing business needs.
- Ability to communicate and build relationships within the local team, associated healthcare staff, service providers, stakeholders, suppliers, and patients.
- Well-developed and demonstrated computer literacy skills in Word, Excel and Power-point.

### Desirable but not essential:

- A sound understanding of information technology including clinical systems, applications relevant to the management of rostering and risk management reporting or as required for the role and/ or department.
- Experience in practice management or the health care sector.
- An understanding of NDIS provider registration including but not limited to fee for service models of allied health service provision

## Professional qualifications and registration requirements

There are no specific qualifications required for this position

- Current NDIS Worker Screening check.



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## 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 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



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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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