

Position Description

Data Coordinator, Specialist Clinics

Classification:	Administration Officer - HS2
Business unit/department:	Specialist Clinics – Access, Critical Care, Imaging & Ambulatory (ACIA) Services Division
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <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:	Full-Time or Part-Time
Hours per week:	Up to 40 hours
Reports to:	Business Manager, Specialist Clinics
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	September 2025

Position purpose

The Data Coordination Team supports Specialist Clinics and the wider organisation, through their expertise and advice relating to data management and reporting, system configuration and testing, and application of business rules for clinic templates/scheduling across the service.

Data Coordinators are responsible for providing accurate and timely reports to enhance patient care and service delivery. Along with mandatory performance reporting, areas of the business may request specific data to support development of business cases or optimisation of clinic services. Engagement with multidisciplinary stakeholders is essential to ensure appropriate data extraction and translation meets service need.

Data Coordinators assist in systems management, including working alongside Austin IT Department and external vendors to participate in software upgrades, patches, maintaining documentation, and testing for our key technical systems (TrakCare, Queue Manager).

About the Directorate/Division/Department

Specialist Clinics provide planned non-admitted services that require the focus of an acute setting to ensure the best outcome for a patient. These services are an important interface in the health system between acute inpatient and primary care services. They provide access to:

- Medical, Nursing and Allied Health professionals for assessment, diagnosis and treatment
- Ongoing specialist management of chronic and complex conditions in collaboration with community providers
- Pre-and post-hospital care
- Related diagnostic services such as pathology and imaging
- Teaching, training and research opportunities

Patients are referred to Specialist Clinics by general practitioners (GPs), specialist and other community-based healthcare providers, as well as clinicians in the Emergency Department, in-patient units and other areas of the hospital.

Austin Health Specialist Clinics span two campuses (5 sites) with extensive facilities located at the Heidelberg Repatriation Hospital (HRH). The sites are listed by campus below:

Austin Hospital

Level 3 Lance Townsend Building

Level 3 Olivia Newton-John Cancer & Wellness Centre (ONJCWC)

HRH

Ground Floor Tobruk Building

Level 2 Centaur Building

Position responsibilities

Role Specific:

- Create and maintain all clinic templates on Trakcare – including backend code tables and resource scheduling.
- Build new clinics in Specialist Clinic systems as well as the registration of clinics on Department of Health Website to capture Activity Based Funding.
- Collaborate with Specialist Units, Medical Workforce, Health Information Systems and IT to ensure business rules for clinic templates meet service needs
- Monitor the data integrity of the systems and resolve any data integrity issues including the maintenance of reference tables.
- Liaise with system users and the IT department as required.
- Assist with the production and distribution of routine reports and data extracts.
- Assist with requests for ad hoc reports and data extracts including some analysis and interpretation of the data within Microsoft Excel and PowerBi
- Monthly & Quarterly KPI reporting
- Data correction and submission for VINAH reporting.
- Perform system upgrade and patch testing.
- Assist with documenting functional system requirements and workflows for software upgrades and implementations



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- Participate in quality improvement and service development 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 by following organisational safety, quality & 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 centred care.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- 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 skills and experience:

- High level of proficiency with Microsoft Excel and Outlook, with an aptitude to learn other relevant software systems such as Trakcare and Queue Manager.
- Experience with using PowerBi dashboards for data analysis, extraction, interpretation and reporting
- Excellent communication and interpersonal skills, with a demonstrated ability to collaborate with and engage internal and external stakeholders in a professional manner at various levels
- Detail-oriented with the demonstrated ability to understand and follow complex system processes
- Proven ability in managing concurrent tasks and requests
- Experience in documenting functional system requirements and workflows as well as user acceptance testing
- Strong problem-solving skills
- Excellent time management and organisational skills

Desirable but not essential:

- Prior experience using Resource Scheduling and Code Tables in Trakcare
- Previous experience in a non-admitted healthcare setting, and good knowledge of the Victorian Access Policy and VINAH requirements for Specialist Clinics
- Understanding of HL7 messaging



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Professional qualifications and registration requirements

There are no qualifications or registration requirements for this role.

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.



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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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