

# Position Description

## Administration Clerk – ONJ Administration (Ward 7 south)

<b>Classification:</b>	Administration Officer Grade 1
<b>Business unit/department:</b>	ONJ Administration
<b>Work location:</b>	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)
<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>	Parental Leave Cover
<b>Hours per week:</b>	8 Hours per week - Wednesday 0730-1600
<b>Reports to:</b>	Cancer Services Administration Manager
<b>Direct reports:</b>	0
<b>Financial management:</b>	0
<b>Date:</b>	May 2025

### Position purpose

To provide administrative support and a customer service focus to patients, their families and visitors on ward 7 south.

### About the Medical and Cancer Directorate/Division/Department

The medical and Cancer Services Division is one of six divisions within the Chief Operations Officer Directorate of Austin Health. The Division's clinical services operate across all three Austin Health campuses and Ballarat Health Services (BHS) within the Ballarat Regional Integrated Cancer Centre (BRICC) and comprise a complex range of national, state-wide organizational wide and specialty clinical services. (User to include a brief 1-2 paragraphs providing an overview of the organisational context of the role in terms of which Directorate/Division and Department it sits within.

## Position responsibilities

### Role Specific:

- To collaborate with nursing staff and promote excellent customer service, which delivers prompt and efficient response
- Communicate effectively and promote a supportive team approach within the ward to ensure good working relationships.
- Maintain clinical files in accordance with relevant policies and legislation, including pre-admissions, admission and discharge of patients, both from other wards and directly.
- Maintain medical records including filing of reports and ensuring adequate supply of patient labels.
- Maintain ward-related records and databases as directed.
- Maintain ward-related records for private patients.
- To screen and appropriately prioritise all telephone calls and enquiries for the ward.
- Provide clear and concise communication with staff, patients and the public in the process of performing duties.
- Relay messages in an efficient and effective manner.
- Provide organisational support of patient movement and the delivery of care as directed by the patient care teams.
- To receive, sort and prioritise all inpatient correspondence.
- Photocopy, collate and finish documents and reports, filing as required.
- Maintain adequate supplies of stationary and stores supplies.
- Where appropriate, respond to all relevant correspondence and requests for information.
- Ensure timely communication of information.
- To make timely appointments and distribute discharge information to patients and GP's, where relevant.
- Demonstrate respect for equipment and report faulty equipment promptly.
- Facilitate interpreter bookings as required.
- Facilitate outpatient appointments.
- Make ambulance bookings for patient transfers as required.
- Report maintenance faults
- Process and complete Oracle orders.
- To work within Occupational Health and Safety guidelines.
- Ensure patient confidentiality at all times in accordance with the Privacy Act.

## Selection criteria

### Essential skills and experience:

- A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.
- An ability to manage incoming work with competing priorities, meet deadlines, and advanced attention to detail and accuracy in all activities
- Demonstrate a high degree of initiative, tact and diplomacy with well-developed interpersonal skills
- Ability to communicate effectively, both verbal and written.
- Ability to use initiative and work autonomously, be self-directed and motivated.
- Ability to problem solve in a variety of complex situations.
- Demonstrated ability to develop professional relationships with internal and external key stakeholders.
- Demonstrated commitment to high quality customer service
- Ability to work as an effective member of a highly qualified team.
- Flexible and responsible to meet the wards needs.
- Highly organised, able to prioritise work and multi-task.



Our actions  
show we care



We bring  
our best



Together  
we achieve



We shape  
the future

### Desirable but not essential:

- Proficient in medical terminology
- Knowledge of and/or experience in the healthcare industry

### 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.

#### 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



Our actions  
show we care



We bring  
our best



Together  
we achieve



We shape  
the future

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.



**Our actions  
show we care**



**We bring  
our best**



**Together  
we achieve**



**We shape  
the future**