

# Position Description

## Administration Assistant

|                                  |                                                                                                                                                              |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Classification:</b>           | Administration Officer Grade 1                                                                                                                               |
| <b>Business unit/department:</b> | Ambulance Booking Office (ACIA)                                                                                                                              |
| <b>Work location:</b>            | Austin Hospital <input checked="" type="checkbox"/>                                                                                                          |
| <b>Agreement:</b>                | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2025-2027 |
| <b>Employment type:</b>          | Part-Time                                                                                                                                                    |
| <b>Hours per week:</b>           | 16 Hours                                                                                                                                                     |
| <b>Reports to:</b>               | Home & Ambulatory Services Manager                                                                                                                           |
| <b>Direct reports:</b>           | Nil                                                                                                                                                          |
| <b>Date:</b>                     | 19/05/2026                                                                                                                                                   |

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

Provide excellent customer service and administrative support to patients and staff (both internal and external.) Assist patients with enquires and ensure patient records are accurate and have the most current information.

All services within Home and Ambulatory Services are committed to utilising best practice principles to achieve quality customer service.

### About the Directorate/Division/Department

The Access, Critical Care, Imaging, and Ambulatory (ACIA) Services Division is within the Chief Operating Officer Directorate.

ACIA is comprised of the following areas: Radiology/ Molecular Imaging and Therapy (MIT), Ambulatory Care Centre (ACC), Hospital in the Home (HITH)/ Virtual Care (HITHVC), Specialist Clinics, Non-emergency Ambulance Services (NEPT), Care Coordination, Bed Management, Emergency Medicine Intensive Care Unit.

The Ambulance Booking office handles all non-emergency patient transport (NEPT) bookings, including dispatching bookings for the Austin Health based stretcher vehicle. We liaise with the wards and clinical units to facilitate the booking of non-emergency ambulances for patient transfer and maintain a database of all bookings.

## Position responsibilities

To ensure that non-emergency ambulance bookings are processed accurately and in a timely manner.

### Role Specific:

- Enter non-emergency ambulance bookings onto booking platform
- Dispatch bookings to the;
  - Austin Health stretcher vehicle,
  - National Patient Transport (contracted NEPT provider) or
  - Ambulance Victoria (AV) as appropriate
- Follow up ETA's of vehicles and communicate ETA's to clinical areas
- Check invoices from NPT and AV against bookings for accuracy/approval
- Record delay details
- Liaise with NPT and AV regarding issues with bookings
- Check and enter all AV emergency cases into the booking platform
- Perform ad hoc administrative duties as required

## Selection criteria

### Essential Knowledge and skills:

- Excellent communication skills
- High level of computer literacy
- Data entry experience
- Excellent attention to detail
- Ability to work in a small and busy team
- Good problem solving and multi-taking skills
- Reliable and flexible

### Desirable but not essential:

- Experience with clinical systems or IT systems relevant to emergency and/or transport services
- A general understanding of medical and clinical terminology

## Professional qualifications and registration requirements

There are no qualifications or registration requirements for this role

## Quality, safety and risk – all roles



Our actions  
show we care



We bring  
our best



Together  
we achieve



We shape  
the future

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 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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