

# Position Description

## Administration Officer

<b>Classification:</b>	Admin Officer HS2
<b>Business unit/department:</b>	Cardiac Diagnostics
<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
	Choose an item.
	Choose an item.
<b>Employment type:</b>	Part-Time
<b>Hours per week:</b>	16 hours
<b>Reports to:</b>	Administration Manager
<b>Direct reports:</b>	Nil
<b>Financial management:</b>	NA
<b>Date:</b>	May 2025

### Position purpose

The Administration officer in Cardiology provides essential support to the cardiology department by managing daily administrative operations, ensuring efficient workflow, and facilitating effective communication between healthcare providers, patients, and external partners. The position demands a high level of organization, confidentiality and interpersonal skills to contribute to the smooth functioning of the cardiology unit.

### About the Directorate/Division/Department

The Department of Cardiology is located on Level 5 at the Austin Hospital Campus. Clinical and administrative activities occur on Level 5 at the Austin Tower and Harold Stokes Building. Medical staff comprises 31 cardiologists, 4 advanced trainee cardiology registrars, 3 medical residents, 4 sub-specialty fellows and 1 higher-degree research fellow.

The Cardiology department provides an extensive range of cardiac services to inpatients and outpatients. These services include outpatient consultations, echocardiography, non-invasive testing

(ECG, Holter monitoring), coronary angiography and percutaneous intervention for coronary and non-coronary applications (congenital and valvular), electrophysiological testing and ablation and device implantation (pacemaker, ICD). The department provides 24-hour cardiac catheterisation laboratory services for acute myocardial infarction. In-patients are managed predominantly in the 30-bed Cardiac and Thoracic Unit on Ward 5 East.

The department has links to the University of Melbourne and a major involvement in teaching, training and research at under-graduate and post-graduate levels for both nursing and medical staff.

The department has a 2 full time Cardiac Physiology Educators who are responsible for education and training of staff.

## Position responsibilities

### Role Specific:

- Reception of inpatients / outpatients / the public / other hospital staff members.
- Use Cardiobase the computer-booking system to check patients into department and booking diagnostic appointments.
- Triaging Cerner Orders on Cardiobase.
- Arrange patient transport and interpreters for the Laboratory patients as required.
- Demonstrate experience and outstanding telephone skills in a busy environment, promptly handling all telephone enquiries, maintaining booking systems, obtaining, and sending results and faxes as the first point of contact.
- Liaise with outpatient clinics and Consultant rooms to book appointments.
- Undertake the Patient Choice Booking (PCB) system to administer Cardiology clinic bookings and maintenance.
- Attend Outpatient Clinics within the hospital for administration support.
- Attend to triaging Outpatient referrals via ERM system or external referrals.
- Conduct appointment confirmation calls to patients on the Cardiology SMS Reminder Report without mobile phone numbers.
- Generate letters for patients, various test reports, general correspondence/memos for Cardiologists, Registrars and other staff members, photocopying and distribution where necessary.
- Produce future booking letters and appointments for pacemaker clinic patients.
- Undertake other word processing and clerical tasks associated with the needs of the Department including obtaining patients' UR number when necessary.
- Maintain/coordinate the Cardiac Catheter Laboratory list:
- Contact patients (by telephone and/or letter) and advise admission dates/details where necessary.
- Provide Holiday/Sick Leave relief of other administration positions within the Department when necessary.
- Maintain and order stationery, including clinical documentation.
- Process and maintain accurate records of patients and their billing category.
- Work with the Finance Department and Health Information Services (HIS) to ensure that accounts are raised correctly.
- Perform other Departmental billing duties as required.
- Other duties/responsibilities delegated by the Chief Cardiac Physiologist, Administration Manager or Director of Cardiology
- Department hours are Monday to Friday 7:30am-4:30pm.

This position requires the incumbent to work as a team member and participate in other relevant duties as directed.



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## Selection criteria

### Essential skills and experience:

- A commitment to the Austin Health values
- Proven effective communication skills both verbal and written.
- Ability to problem solve in a variety of situations.
- Ability to work both autonomously and as a member of a dynamic team, within a multi-disciplinary environment.
- Demonstrated computer literacy including Microsoft Office Suite including advanced Excel skills.
- Demonstrated organisational and time management skills.
- Knowledge of medical terminology

### Desirable but not essential:

- Knowledge of hospital management systems (i.e. TrakCare and Cerner)
- A sound understanding of information technology including clinical systems, and applications relevant to risk management reporting as required for the role and/or department.
- Understanding of Department specific booking, billing and reporting system, Cardiobase.

## Professional qualifications and registration requirements

- Not applicable

## 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 the 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:



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- 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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