

Position Description

ADMINISTRATION ASSISTANT

Classification:	Grade 2 - Administration Assistant (eg: HS2)
Business unit/department:	ONJ Cancer Services Admin – Palliative Care
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	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.
Employment type:	Fixed Term Full-Time or Part-Time (until April 2026)
Hours per week:	32 hours /5 days per week – Monday -Thursday Hours 9.15am -3.45pm Friday 9.15am- 3.15pm (30min lunch break) Or Job share considered. x2 Position's Monday- Wednesday & Thursday-Friday
Reports to:	Administration Manager ONJ Cancer Centre
Direct reports:	
Financial management:	Budget: 0
Date:	October 2025

Position purpose

To provide high quality administrative and secretarial support to the Director and Palliative Care unit located within the Olivia Newton-John Cancer, Wellness and Research Centre.

About the Directorate/Division/Department

Cancer Services provides a comprehensive range of services for cancer patients and their families including radiotherapy, medical oncology, surgical oncology, clinical haematology - including autologous and allogeneic bone marrow transplantation. Supportive care, wellness and palliative care are integral components of the service, along with teaching, education and research. Services are

provided in a range of inpatient and ambulatory settings. Inpatients services include two acute cancer wards and a palliative care ward. Ambulatory services include radiation oncology, day oncology apheresis and multidisciplinary cancer clinics which operate on a Monday-Friday basis. A cancer clinical trials centre manages trials in inpatient and ambulatory settings.

ONJ Administration

ONJ Administrative staff provides support to the various departments with the cancer centre including:

- Radiation Oncology
- ONJ Cancer Centre reception level 3 & 4
- Day Oncology • Inpatient wards
- Medical Oncology Unit
- Clinical Haematology Unit
- Palliative Care
- MDM meetings
- Cancer Clinical Trials

Palliative Care

Palliative care is an approach that improves the quality of life of patients and their families facing the problem associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.

Specialist Palliative Care Services at Austin Health include:

- **Palliative Care Clinic** - outpatient clinic to support patients at home.
- **Palliative Acute Transition Home (PATH) program** - a service in the community to expedite discharge home from hospital or prevent admission.
- **Palliative Care Clinical Trials program** - to research and improve palliative care management.
- **Palliative Care RAPID program** – Outreach service providing care in the home and aged care

Position responsibilities

Role Specific:

Provide administrative support for the Palliative Care Director and Unit by the following:

- Facilitate the smooth day to day operations of the unit
- Provide reception duties including managing enquiries and meeting and greeting visitors to the unit
- Provide exceptional face-to-face, phone and email communication, including discretion and confidentiality on sensitive matters
- Preparation of correspondence (both written and email), books, reviews, publications, research publications, grant applications and reports
- Independently manage routine correspondence
- Provide secretarial & administrative support to the Director which includes preparation, typing of documents, letters, medical and research reports, flyers, copying, faxing and scanning
- Organise diary appointments and arranging both internal, external and digital meetings
- Liaise regarding travel arrangements for external meetings in Australia and overseas
- Preparation of clinic templates and monitor against leave requests
- Preparing PowerPoint, Excel and other presentations
- Maintain an efficient operational filing system



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- Maintain any relevant databases and undertake data entry as required by the unit
- Create and enter appointments into Hospital Trakcare system
- Ensure stationary and other consumables are ordered for services in an effective and financially responsible manner
- Ensure administrative and office equipment is maintained and serviced
- Provide all aspects of administrative support for unit meeting and events including venue bookings, electronic diary invitations, preparation and circulation of agendas/papers, minute taking and typing and circulation of minutes.
- Maintain the Medical Unit Rosters, the Unit Handbook and Protocol Manual if applicable
- Maintain and update Sharepoint for the unit where required
- Establishment and assigning authority to new and existing Microsoft Team channels
- Support orientation of new staff to the unit
- Collaboration with Austin School, Palliative Care Consultancy and Unit for placement and tutorials for medical students.
- Assisting with the organisation of Palliative Care Week event.
- Assisting with the organisation of Palliative Care Memorial Service event.
- Attend and actively participate in the division administrative staff meeting
- Support the department and Quality Manager to ensure that staff in the unit have completed all mandatory training requirements and any other quality activities to support their unit in achieving the National Health Care Standards
- Maintain the Procedures Manual related to the position
- Liaise with other administrative staff in the Cancer and Neurosciences division to ensure streamlining of processes
- Relieve on level 4 reception during times of unplanned leave
- Any other duties as requested by Administration Manager, Divisional Managers or unit

Administrative duties - Human Resource Functions:

- Coordinate timesheet management for medical, registrar and unit staff including:
 - Submit regular fortnightly timesheets and supporting paperwork
 - Review and cross referencing non standard hours against leave request submissions
 - Tracking on spreadsheet
 - Arranging relevant authorisation
- Responsible for annual and conference leave management for medical and unit staff including:
 - Verifying leave entitlement
 - Tracking on leave spreadsheet
 - Ensuring all supporting documentation is attached (for conference leave requests)
 - Arranging authorisation by the Divisional Manager responsible for the unit
 - Forwarding to Divisional Director for approval and processing
 - Feedback to staff of leave approval/rejection
- Responsible for Staff Employment Process (in conjunction with HR and Medical Workforce Unit) and relevant manager including:
 - Liaise with the preparation and follow up of e-variations, Mercury e-recruitments including consultants credentialing
 - Registrar appointment paperwork
 - Coordinate termination paperwork as required
- Co-ordinate PRD process to meet KPI's
- Co-ordinate Mandatory training recording to meet KPI's



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Administrative duties - financial:

- Completion of contract preparation and invoice management as required
- Continuing Medical Education (CME):
 - Have sound knowledge of CME Policy
 - Cross reference CME requests against approved conference leave dates
 - Ensuring all receipts are original copies and total to amount being claimed
 - Ensuring items being claimed are within CME guidelines.
 - Monitor consultants CME balance for each financial year.
 - Prepare and forward CME claims to responsible person for processing
- Prepare private patient billing for Consultants

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub): <http://eppic/>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

Selection criteria

Essential Knowledge and skills:

- High level of experience in computing skills in word processing, spreadsheet and presentation packages
- An ability to manage incoming work with competing priorities, meet deadlines, and advanced attention to detail and accuracy in all activities
- Proficiency in Microsoft Office Programs including Microsoft Teams
- Demonstrate a high degree of initiative, tact and diplomacy with well-developed interpersonal skills
- Effective oral and written communication skills
- Demonstrated ability to manage change.
- Maintain a highly organised work environment
- Able to work effectively in a team environment
- Demonstrated commitment to high quality customer service
- Previous experience in a similar role
- A commitment to Austin Health values

Desirable but not essential:

- Proficient in medical terminology

Professional qualifications and registration requirements



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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.



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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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