

Austin Health

Position Description



Position Title: Administration Clerk – Cancer Services

Classification:	HS1
Business Unit/ Department:	Cancer Services Administration – level 2 / level 3
Work location:	Austin Health
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	Part time
Hours per week:	32 hours per week Monday, Wednesday, Thursday and Friday
Reports to:	Cancers Services Administration Manager
Direct Reports:	0
Financial management:	Budget: NA
Date:	April 2025

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Our vision is to shape the future through exceptional care, discovery and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

Position Purpose

To work as an effective member of the administrative team to provide professional, efficient, patient focused administrative support between Radiation Oncology level 2, Radiation Oncology Bookings and level 3 reception

About Cancer Services

Medical and Cancer Services Division

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.

Cancer Services

Austin Health is one of the largest cancer service providers in Victoria. A complete range of services are delivered to patients and their families, including medical oncology, clinical haematology, radiation oncology (Austin Health and BHS), cancer genetics, palliative care, wellness and supportive care programs, an active volunteer program and specialist cancer surgery (managed via a separate Division). These are all provided in an environment that integrates research, teaching and training.

All Austin Health metropolitan-based Cancer Services are delivered within the Olivia Newton-John and Wellness Centre (ONJ Building) at the Austin Hospital. This state-of-the-art facility provides a model of individualised cancer care for patients and their families.

Clinical Services are provided in a range of inpatient and ambulatory settings. Inpatient services include an acute oncology/clinical haematology ward, an oncology/surgical oncology ward and a palliative care ward. Ambulatory services include Radiation Oncology, Day Oncology, Apheresis, and multidisciplinary cancer clinics.

A Cancer Clinical Trials Centre manages trials in inpatient and ambulatory settings. Cancer Services has a strong research focus that is recognised internationally and has a close affiliation with the Olivia Newton-John Cancer Research Institute (ONJCRI).

The Olivia Newton-John Cancer Research Institute (ONJCRI) is co-located, with a focus on world-class basic and translational cancer research. The ONJCRI is the successor to the Ludwig Institute for Cancer Research (LICR), based at the ONJ building at the Austin Hospital in Heidelberg.

The ONJCRI has entered into a research collaboration agreement with La Trobe University resulting in the creation of the School of Cancer Medicine at the ONJCRI site, associated with the La Trobe Institute for Molecular Sciences (LIMS) within the Faculty of Science, Health and Engineering. The strategic co-location of research laboratories and research laboratories and research training within a clinical environment enables clinicians and researchers to work together to integrate clinical medicine with basic and translational cancer research for the ultimate benefit of cancer patients.

Local work environment

Cancer Services Administration

Cancer Services Administrative staff provide support to the various departments within 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

Purpose and Accountabilities

Role Specific:

Level 2/3 reception

- Register patients on arrival into Mosaik and Q Manager
- Make patient appointments in Mosaik for both new and existing patients
- Notify patients of cancelled or deferred appointments
- Generate and send new patient letters and appointment letters
- Assist in the filing of results/reports and in the maintenance of filing/record systems within Radiation Oncology
- Maintain records of referring doctors, patients files and x-rays
- Obtaining external results as requested
- Create an accurate and timely Medicare assignment form for every eligible patient.
- Generate and send reminder text messages
- Undertake duties listed in the Mosaik Quality Checklist
- Maintain up-to-date referral details for all patients
- Ensure data validity of information contained within assignment forms
- Ensure compliance with Medicare rulings
- Updating of patient information in Trakcare
- Bookings for the Wellness Centre in Cerner Scheduling, Trakcare and notifying patients of their appointments
- Manage queries from staff, patients, relatives and visitors to the Olivia Newton-John Cancer Wellness & Research Centre
- Patient billing is undertaken in an accurate and effective manner for acupuncture, ensuring all requirements are met.

Level 2 bookings

- Book patients into radiation treatment using the Mosaik schedule training module
- Undertake duties listed in the Mosaik Quality Checklist
- Make ad-hoc changes as requested by patients, nursing and other departments
- Work closely with the Radiation Therapists to ensure treatment bookings are well-organised for maximum efficiency
- Group appointments according to the area being treated, to minimise waiting time for the patient

- Maintain daily scheduling for the Linac machines
- Book patient transport when required
- Liaise with nursing as required regarding patient bookings
- Contact patients to inform them of when radiation treatment will be commencing
- Print patient schedules for the following week
- Organise appointment book and patient labels
- Work on reception when directed

GENERIC

- Abide by Austin Health corporate policies and practices as varied from time to time.
- Participate in Austin Health performance appraisal program annually.
- Undertake not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes, and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer
- Actively participate in the ongoing identification, assessment, treatment, and prevention of risks
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management.

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. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centered care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

Selection Criteria

Essential Knowledge and skills:

- A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.
- Highly organized, the ability to prioritise work and multi-task in an extremely busy environment.
- Demonstrated excellence in customer service.
- Ability to work collaboratively as a supportive member in a large and diverse team.
- Well-developed communication skills including professional telephone technique.
- Accurate keyboard skills and sound administrative skills
- Ability to work in an environment of change and under pressure.
- Good working knowledge of Trakcare, Mosaiq, Cerner Oncology,
- Web Scheduler and other health information systems
- Good understanding of medical terminology
- Knowledge of and/or experience in the healthcare industry

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Austin Health is committed to diversity and inclusion in employment and is proud to encourage applications from people of different backgrounds, abilities, ages, genders, gender identities and/or sexual orientations.

Austin Health acknowledges the Traditional Owners of the lands we work on and pay our respects to Elders past and present.

We welcome applications from people with disability and aim to provide an inclusive and accessible workplace. If you need any help with the application process or would like to discuss your reasonable adjustments during interviews, please let us know.

We welcome applications from Aboriginal and Torres Strait Islander peoples. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#).

Document Review Agreement

Manager Signature	
Employee Signature	
Date	