Position Description

Specialist Clinics Data Lead

Classification:	Administration Officer – HS3
Business unit/department:	Specialist Clinics – Access, Critical Care, Imaging & Ambulatory (ACIA) Services Division
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
Employment type:	Full-Time or Part-Time
Hours per week:	As per contract
Reports to:	Business Manager, Specialist Clinics
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	August 2025

Position purpose

The Specialist Clinics Data Lead supports Specialist Clinics and the wider organisation, through their expertise and advice relating to clinic templates/scheduling business rules and room occupancy across the service and are responsible for coordinating and supporting day-to-day activities within the Data Coordinator team to enhance patient care and service delivery.

Specialist Clinics Data Leads hold an in-depth knowledge of Specialist Clinics systems and processes and possess excellent stakeholder engagement skills to advise and propose recommendations to resolve data integrity issues, build meaningful reports and lead projects to improve efficiencies and data quality within Specialist Clinics.

Specialist Clinics Data Leads oversee software upgrades and patches, maintain requirements documentation, and support with testing for our key technical systems (TrakCare, Queue Manager).

Specialist Clinics provide planned non-admitted services that require the focus of an acute setting to ensure the best outcome for a patient. These services are an important interface in the health system between acute inpatient and primary care services. They provide access to:

- Medical, Nursing and Allied Health professionals for assessment, diagnosis and treatment
- Ongoing specialist management of chronic and complex conditions in collaboration with community providers
- Pre-and post-hospital care
- Related diagnostic services such as pathology and imaging
- Teaching, training and research opportunities

Patients are referred to Specialist Clinics by general practitioners (GPs), specialist and other community-based healthcare providers, as well as clinicians in the Emergency Department, in-patient units and other areas of the hospital.

Austin Health Specialist Clinics span two campuses (5 sites) with extensive facilities located at the Heidelberg Repatriation Hospital (HRH). The sites are listed by campus below:

Austin Hospital
Level 3 Lance Townsend Building
Level 3 Olivia Newton-John Cancer & Wellness Centre (ONJCWC)

HRH
Ground Floor Tobruk Building
Level 2 Centaur Building

Position responsibilities

Role Specific:
- Manage and coordinate clinic change requests with external stakeholders
- Maintain and assist with updating clinic templates on Trakcare – including backend code tables and resource scheduling
- Coordinate and assist with new clinic builds in Specialist Clinic systems
- Lead collaboration and consultation with Specialist Units, Medical Workforce, Health Information Systems and IT to ensure business rules for clinic templates meet service needs
- Maintain Specialist Clinics room allocation data, conducting regular audits to ensure high integrity as well as identify opportunities for new services and clinic expansions
- Supervise and oversee day-to-day- activities of the Data Coordinator team to ensure activities are carried out efficiently and effectively, assisting with staff problems and recommend action to be taken
- Monitor the data integrity of the systems, propose recommendations and lead audits to resolve any data integrity issues including the maintenance of reference tables.
- Assist with the development and distribution of routine and ad-hoc reports and data extracts
- Liaise with system users and the IT department to follow up and coordinate next steps for IT tickets
- Support with identifying data discrepancies with VINAH submission data for reporting

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- Coordinate and assist with system upgrade and patch testing.
- Collaborate with the team to document functional system requirements and workflows for software upgrades and implementations
- Monitor the shared Data Coordinator inbox to triage, action and/or delegate requests
- Coordinate and perform quality improvement and service development activities as directed
- Perform regular reviews of day-to-day tasks to ensure that the processes are value-add and efficient
- Support the team with providing training and upskilling opportunities to ensure they can be effective in their roles
- Assist with the recruitment of new staff members in the Specialist Clinics team.

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 by following organisational safety, quality & 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 centred care.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

People Management Roles:
- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

Selection criteria

Essential skills and experience:
- Experience with managing a small team and task allocation
- Prior experience in an administrative process-oriented roles
- Excellent communication and interpersonal skills, with a demonstrated ability to collaborate with and engage internal and external stakeholders in a professional manner at various levels
- Detail-oriented with the demonstrated ability to understand and follow complex system processes
- Excellent time management and organisational skills, with a proven ability in managing concurrent tasks and requests
- High level of proficiency with Microsoft Office (Excel, PowerBi, Teams, Planner and Outlook), with the relevant software systems such as Trakcare and Queue Manager.

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- Experience in documenting functional system requirements and workflows as well as user acceptance testing
- Strong problem-solving skills

Desirable but not essential:
- Prior experience using Resource Scheduling and Code Tables in Trakcare
- Previous experience in a non-admitted healthcare setting, and good knowledge of the Victorian Access Policy and VINAH requirements for Specialist Clinics
- Understanding of HL7 messaging

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.

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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