Austin HEALTH

Position Description

Administration Clerk - ONJ Cancer Centre

Classification:	Administration Officer Grade 1
Business unit/department:	ONJ Cancer Centre Admin
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:	Fixed-Term Part-Time – parental leave cover until December 2026
Hours per week:	Wednesday, Thursday, Friday 1600-2000 Every second Saturday and Sunday 0900-1400
Reports to:	Cancer Services Administration Manager
Direct reports:	0
Financial management:	0
Date:	February 2026

Position purpose

The Administration Clerk provides after hours and weekend administrative support to wards 6South, 7South and 8South of the ONJ Cancer Centre for all ward staff. This position also responsible for the accurate data transmission of patient movements.

About the Medical and Cancer Directorate/Division/Department

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 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

Position responsibilities

- To collaborate with nursing staff and promote excellent customer service, which delivers prompt and efficient response to customers.
- Communicate effectively and promote a supportive team approach within the ward to ensure good working relationships.
- Maintain clinical files in accordance with relevant policies and legislation, including pre-admissions, admission and discharge of patients, both from other wards and directly.
- Maintain medical records inc. filing of reports and ensuring adequate supply of patient labels.
- Maintain ward-related records and databases as directed.
- Maintain ward-related records for private patients.
- To screen and appropriately prioritise all telephone calls and enquiries for the ward.
- Provide clear and concise communication with staff, patients and the public in the process of performing duties.
- Relay messages in an efficient and effective manner.
- Generate and send new patient letters and appointment letters.
- Provide organisational support of patient movement and the delivery of care as directed by the patient care teams.
- To receive, sort and prioritise all inpatient correspondence.
- Photocopy, collate and finish documents and reports, filing as required.
- Where appropriate, respond to all relevant correspondence and requests for information.
- Ensure timely communication of information.
- Take timely appointments and distribute discharge information to patients and GP's, where relevant.
- Demonstrate respect for equipment and report faulty equipment promptly.
- Facilitate interpreter bookings as required.
- Facilitate outpatient appointments.
- Make ambulance booking for patient transfers as required.
- Report maintenance faults
- Process and complete WPR/ Oracle orders.
- To work within Occupational Health and Safety guidelines.
- Ensure patient confidentiality at all times in accordance with the Privacy Act.

Selection criteria

Essential skills and experience:

- Highly organised, the ability to prioritise work and multi-task in an extremely busy environment.
- Demonstrate excellence in customer service.
- Ability to work collaboratively as a supportive member in a large and diverse team.
- Ability to work independently, pro-actively and on own initiative.
- Working knowledge of Trakcare and other health information systems
- 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.

Desirable but not essential:

- Proficient in medical terminology
- Knowledge of and/or experience in the healthcare industry

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.

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.