

Position Description

Administration Clerk – Level 2 and 3 ONJ Cancer Centre

Classification:	HS2
Business unit/department:	Cancer Services Administration
Work location:	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)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	40 hours per week (includes monthly ADO)
Reports to:	Cancer Services Administration Manager
Direct reports:	0
Financial management:	0
Date:	August 2025

Austin Health acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

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 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.

Position responsibilities

Level 2/3 reception

- Register patients on arrival in Mosaiq and Q Manager
- Make patient appointments in Mosaiq 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 Mosaiq 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 Mosaiq schedule training module
- Undertake duties listed in the Mosaiq 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



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our best



Together
we achieve



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Selection criteria

Essential skills and experience:

- 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

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.

General information



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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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