

Position Description

Ward Clerk/Administration Assistant

Classification:	HS 1
Business unit/department:	Home & Ambulatory Services Administration
Work location:	Austin Hospital ☒
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
Reports to:	Home & Ambulatory Services Manager
Direct reports:	Nil
Date:	06-11-2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung 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

Provide excellent customer service and administrative support to patients and staff (both internal and external.) Assist patients with enquires and ensure patient records are accurate and have the most current information.
All services within Home and Ambulatory Services are committed to utilising best practice principles to achieve quality customer service.

About the Directorate/Division/Department

The Access, Critical Care, Imaging, and Ambulatory (ACIA) Services Division is within the Chief Operating Officer Directorate.

ACIA is comprised of the following areas: Radiology/ Molecular Imaging and Therapy (MIT), Ambulatory Care Centre (ACC), Hospital in the Home (HITH)/ Virtual Care (HITHVC), Specialist Clinics, Non-emergency Ambulance Services (NEPT), Care Coordination, Bed Management, Emergency Medicine Intensive Care Unit.

Home and Ambulatory Services comprises of the following services: -

- **The Ambulatory Care Centre**- situated on Level 3 of the Austin Hospital Tower, incorporates Elective Admissions, Day Treatment Centre and Transit Lounge. Ambulatory Care Centre is a new approach towards caring for acute and chronic medical and surgical patients in a day procedure area.
- **Hospital in the Home/Hospital in the Home Virtual Care**- facilitates the shift of traditional acute care services from the Hospital to the patient's own home both in person and via online services.

Position responsibilities

Role Specific:

- Register patients in the hospital Trakcare & Cerner systems ensuring all patient demographic details are correct and updated.
- Notify patients of cancelled or deferred appointments.
- Send out correspondence to patients regarding future appointments.
- Generate and send reminder text messages.
- Able to change work location at short notice due to patient numbers and associated staff requirements.
- Be able to triage incoming telephone enquiries to best offer a solution or to refer the enquiry to the appropriate area/person.
- Effective communication and promote a supportive team approach within the ward to ensure a good working relationship.
- Assist in the filing of patient notes and results.
- Book Patient Transport and interpreter services as required.
- Effectively deal with challenging behaviors and the resolution of conflicts.
- Maintain a professional demeanor

Selection criteria

Essential skills and experience:

- Highly organized, ability to prioritise and multi-task in an extremely busy environment.
- Excellent attention to details.
- Demonstrated excellence in customer service.
- Well-developed communication skills including professional telephone techniques.
- Accurate keyboard skills and proficient administrative skills.
- Understand and demonstrate the principles of working within a team.
- Good working knowledge of Microsoft office products i.e. Word, Excel, Outlook, Teams
- Flexibility and reliability.

Desirable but not essential:

- Good understanding of medical terminology.
- Experience in the Cerner Program
- Experience in using Trakcare



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

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

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



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

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.



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**

austin.org.au