

Position Description

Administration Officer - Emergency Department

Classification:	Admin Officer Grade 1
Business unit/department:	Emergency Department
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:	Part-Time
Hours per week:	2 Positions @ 19hrs p/w
Reports to:	Clerical Manager - Emergency Department
Direct reports:	0
Financial management:	Budget: 0
Date:	July 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

The primary objective of this role is to provide professional, customer-focused and efficient administration functions within the Austin Health Emergency Department, to enhance patient care and service delivery.

The administration team deliver customer focused service to patients, families and visitors. The team also support the nursing and medical staff in the department.

The emergency department administrator works as part of a supportive team, meeting the accountability requirements of the Department of Health and participates in the department's performance management program.

The emergency department administrator works across a number of areas within the department including triage, ambulance registration and our short stay units.

About the Directorate/Division/Department

The Department of Emergency Medicine operates Victoria's busiest Emergency department, with over 89,000 patient presentations annually. This number of presentations provides challenges, but also opportunities. Our staff are dedicated, hard-working and, most importantly, form a great team. Their commitment to providing safe, timely and effective care for all patients is something we take great pride in.

We operate a Short Stay Unit comprising 24 beds providing care for adults and children for up to 24 hours. The unit admits approximately 60 patients a day and is staffed by a multidisciplinary team.

The ED Administration team is the only 24/7 administrative support within the organisation and as such, provides supportive functions to other services including inpatient ward admissions, transfers and discharges.

Position responsibilities

Role Specific:

Triage

- Answer all enquiries – both face to face and via telephone.
- Administer ambulance (AV) arrivals, Specialist Clinics appointments, direct admissions after hours, and GP Clinic coordination.
- Submit requests for beds, book ambulances and source information about patients from diverse range of sources.
- Accurate data entry into TrakCare (patient administration system) including patient data checking and validation.
- Source diagnostic testing.
- Coordination of transport bookings for entitled patients.
- Work within a team environment through liaison with all members of the Emergency Department health care team.
- Prepare patient files, x-rays and diagnostic results as required.

Short Stay Unit / Staff Base Administration:

- Administer patient admissions (public and private), movement requests and discharges to home
- Signing of all private and public patients appropriately in relation to insurance cover
- Book ambulance transport as required
- Greet patients and visitors at reception
- Support clinicians including the nurse in charge



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

- Administer specialist clinic appointments
- Source diagnostic testing where appropriate

General:

- Work within a 24/7 rostered shift environment to meet department needs. This includes working day, afternoon, night and weekend shifts
- Identify special needs including the determination of levels of English proficiency and provision of interpreters for patients of non-English speaking backgrounds
- Participation in all relevant department meetings
- Participation in the training requirements of the department
- Participate in the performance management program,
- Participate in quality activities and initiatives
- Ensure administration tasks and duties are completed with the DOH and Austin Health's KPI indicator targets
- Participate in the emergency incident response activities, as defined within the emergency response manual, as and when required at the direction of management
- Any other duties relating to the administrative aspect of the department as requested by the emergency department management 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. Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself

Selection criteria

Essential Knowledge and skills:

- A commitment to Austin Health values:
 - Our actions show we care
 - We bring our best
 - Together we achieve
 - We shape the future
- Patient-centered approach to service delivery
- Ability to use initiative and work autonomously and in a team
- Ability to problem solve in a variety of complex situations



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

- Excellent computer skills and a willingness to learn new applications
- Flexibility and reliability
- Customer service and team work experience
- Sound administration skills
- Understanding of commitment to patient confidentiality
- Attention to detail and data accuracy
- Experience working in a high volume, busy, environment
- Demonstrated experience and commitment to meet customer's needs
- Professional communication, presentation and customer services skills
- Excellent computer and keyboard skills
- Demonstrated mainframe / application experience and a willingness to learn new applications
- Experience in working within a multidisciplinary environment
- Understanding of the principles of confidentiality and occupational health and safety
- Demonstrated team building skills

Desirable but not essential:

- Knowledge of medical terminology

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.*



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**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.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future