Position Description

Administration Assistant - Wellness and Supportive Care

Classification:	Administration Officer – Grade 1 (HS1 – HS17)
Business unit/department:	Wellness and Supportive Care
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Part-Time
Hours per week:	32
Reports to:	Operations Manager – Wellness and Supportive Care
Direct reports:	n/a
Financial management:	Budget: 0
Date:	November 2026

We 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. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

This position is based in the Olivia Newton-John (ONJ) Cancer Centre, and the role will provide administrative support to the Wellness Centre and the clinical services within the Wellness and Supportive Care Department. This role will undertake all administrative tasks related to exercise physiology, psychology, music therapy and massage, particularly the clinical referrals, patient appointment scheduling, and correspondence with patients concerning their appointments.

The purpose of this role is to support the Wellness Coordinator and ensure all administrative activities of registering, assembling, booking, communicating, sending documentation, in a timely, efficient, and effective manner.

About the Directorate/Division/Department

Cancer Services

Austin Health is one of the largest cancer service providers in Victoria. A comprehensive range of services are delivered to patients and their families, including medical oncology, clinical haematology, radiation oncology, cancer genetics, palliative care, wellness and supportive care programs, and specialist cancer surgery. These are all provided in an environment that integrates research, teaching and training.

Clinical Services are provided in a range of inpatient and ambulatory settings. Inpatient services include an acute oncology/clinical haematology ward, an oncology/surgical oncology ward and a palliative care ward. Ambulatory services include Radiation Oncology, Day Oncology, Apheresis, and multidisciplinary cancer clinics.

Wellness and Supportive Care, Cancer Services

The integrated model of multidisciplinary care within Cancer Services relies on a dynamic, appropriately qualified, and skilled team to support patients undergoing care in both the Inpatient and Ambulatory settings, with a key focus on Integrated Wellness and Supportive Care.

The Wellness and Supportive Care administration roles provide an essential service in ensuring the smooth functioning of the Wellness Centre. The ONJ Centre provides an excellent opportunity to support the development of administration staff in enhancing and growing their skills and capability.

Position responsibilities

- Assist with all administrative support to the clinical services within Wellness and Supportive Care.
- Maintain and ensure appropriate collation of incoming referrals.
- Ensure complete and accurate registration of referrals, including electronic into hospital systems.
- Ensure urgent referrals are prioritised for triaging by clinical staff.
- Book and register appointments for patients.
- Ensure accurate entry of patient demographics and compliance with Health Information Services policies and procedures.
- Communicate appointment booking with patients.
- Generate appointment booking correspondence both electronic and paper.
- Provide clear and concise communication with staff, patients, external consulting rooms, GP's, and public of referral processes.
- Organizing uploading into hospital systems of external results
- Screen and appropriately prioritise all telephone calls and enquiries
- Relay messages in an efficient and effective manner.
- Receive, sort and priortise incoming and outgoing correspondence
- Assist with coordination of transport bookings for eligible patients.
- Communicate effectively and promote a supportive team approach within the unit to ensure good working relationships.
- Any other duties as directed by the Operations Manager or Wellness Co-ordinator.

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub): http://eppic/
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

Selection criteria

Essential skills and experience:

- A commitment to the Austin Health values.
- Highly organised and 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

Desirable but not essential:

- Knowledge in use of TrakCare
- Knowledge in use of Cerner

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 creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

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.