

Austin Health Position Description



Position Title: Administrative Support Officer Psychiatry Directors of Advanced Training (DoAT)

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| Classification: | Administrative Officer Grade 3 |
| Business Unit/ Department: | Mental Health Division |
| Agreement: | Victorian Public Mental Health Services Enterprise Agreement 2020-2024 |
| Employment Type: | Fixed-Term Full-Time |
| Hours per week: | 38 |
| Reports to: | Administrative Services Manager |
| Date: | April 2025 |

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health, and rehabilitation.

Our vision is to shape the future through exceptional care, discovery, and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe, and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Austin Health's current vision is shaping the future through exceptional care, discovery and learning. Our values define who we are, shape our culture and the behavior, practices, and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve, and we shape the future. www.austin.org.au/about-us

Position Purpose

The Administrative Support Office provides a high-quality level of administrative and operational support to the RANZCP Directors of Advanced Training across Victoria, including Adult Psychiatry, Consultation Liaison Psychiatry, Old Age Psychiatry, Forensic Psychiatry and Psychotherapy. The position will manage the offices of RANZCP Victorian Directors of Advanced training (DoATs), and improve levels of efficiency, time management and effectiveness of the service system.

It is a highly privileged role, with access to sensitive information where discretion and confidentiality are essential. The ability to work flexibly, quickly, independently and under limited instruction are critical, as are also, the skills required in managing complex, competing requests and priorities at a task and project level.

The role of Administrative Support Officer is to provide administrative support to the DoATs responsible for the training, recruitment, progress, AND understanding the process and requirements of training programs, supervisors and training records, and representation at the VPTC branch training committee and binational advanced training committees. The DoAT may also be required to report to the College, and work closely with the Directors of Training in the three Victorian training regions.

The DoAT Administrative Support Officer, in collaboration with the Director of Training Education Support Officers, Directors of Training and Administrative Support Officer, VTPC.

Excellent interpersonal and telephone skills, written communication skills, along with advanced computer literacy and teamwork skills are required

The position will report to the Manager, Administrative Services, Mental Health Division (MHD)

About the RANZCP

The Royal Australian and New Zealand College of Psychiatrists (RANZCP) Victorian Training Region has over 500 trainees, with 145 Advanced Training Certificate Trainees and 91 Fellows in training fellows in training. The Directors of Advanced Training (DoATs) oversee the accreditation and progress toward completion of Certificates in Advanced training in their respective subspecialty areas for psychiatrists. They are members of the Victorian Psychiatry Training Committee with close relationship to Victoria's three regional Directors of Training, Rural Director of Training, and Specialist International Medical Graduate (SIMG) Directors of Training. The DoATs are Victorian members of the binational RANZCP Specialty Advanced Training (SATs) Committees.

Purpose and Accountabilities

Role Specific:

- Be confident and capable in providing high-quality communication, at all times demonstrating the ability to work well with others.
- Demonstrated expertise in organisation and office management as shown by a proactive approach to seeking information, making decisions, and tidying up the real and online environments/systems that need to be managed.
- Ability to competently adapt to and cope with changing environments with multiple/competing service system demands so that deliverables meet timelines.
- Management of simple inquiries from trainees and services, and direct complex inquiries to DoATs.
- Be familiar with and develop a knowledge of the RANZCP Advanced Training Certificate Fellowship Program requirements, policies and procedures, and relevant advanced training certificate policy directives.
- Provide a full range of administrative and clerical support services to each of the DoATs in relation to the operation of the Victorian RANZCP Advanced training Psychiatry certificate Fellowship training.
- Provide high-level administrative support to the DoAT group, including the preparation and distribution of progress reports, updates, meeting papers, venue booking, and other secretariat functions as required.
- Support DoATs as requested, attending virtual SAT specialty meetings in documenting action items for the DoAT/s item tracking. (this is not actually happening),
- Undertake significant projects and tasks in relation to college matters as directed by the DoAT.
- Assist with and coordinate the completion of accreditation-related documentation by the DoAT group and the relevant SAT committee. (not really but can have their just in case like the above highlighted point)
- Assist with the organization of meetings, workshops, seminars, forums and other Formal Education training events, including arranging the venue/hybrid meeting, notifying participants of event details, travel and catering (where appropriate) and drafting and distributing relevant documents.
- Record and update AT Cert Trainee attendance at Psychiatry certificate sub-specialty activities
- Liaise with DoATs regarding their trainees' progress.
- Arrange Advanced Training Selection Interviews with the relevant DoAT, DoT, and applicant.
- Support and cover the VTPC Administrative Support Officer and DoT Education Support Officer for periods of planned and unplanned leave.
- Other duties as required by the DoAT group.

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
- Comply with the principals of patient centered care.
- Comply with Austin Health mandatory training and continuing professional

development requirements.

- Work across multiple sites as per work requirements and/or directed by management

Selection Criteria

- Essential Knowledge and skills:
 - Demonstrated experience in managing quality initiatives.
 - Analytical skills
 - Knowledge of legal and ethical requirements as per RANZCP policy
 - Demonstrated knowledge of professional standards
 - Ability to communicate effectively in both written and verbal form.
 - Ability to problem solve in a variety of situations.
 - Advanced interpersonal skills
 - Able to sensitively manage issues of confidentiality with regards to staff and consumers
 - Ability to work in a flexible manner and manage competing priorities.
 - Ability to work independently or in a team environment.
 - Keep clear documentation and record of correspondence.
 - Excellent communication skills with all levels of staff, Trainees/Registrars, Consultants, Supervisors, RANZCP: College Secretariat, Training, Trajectory, Committee for Training, and Exams representatives.
 - Proven effective interpersonal skills and attributes that demonstrate use of initiative.
 - Ability to maintain efficient appointment, reminder and filing systems.
 - High level of skill in Microsoft Office software programs high computer literacy with aptitude to learn new systems.
 - Significant skill and experience in secretarial and clerical capacities
 - Experience in database and records management, and minutetaking.
 - Advanced Excel skills and spreadsheet maintenance and development
 - A personal, customer-focused approach and commitment to high-quality service
 - Ability to network and collaborate locally and with other services.
 - Ability to identify process improvement opportunities and create efficient working solutions.
 - Proven ability to show initiative and problem solve in a variety of situations.
 - Demonstrated analytical ability to prioritise work to meet deadlines.
 - Ability to work under pressure and without supervision.
 - Demonstrated ability to pay attention to detail and accuracy.
 - Ability to take on a new and diverse range of tasks as services demands require.
 - Ability to initiate and manage projects/portfolios.
 - Current Victorian driver's license
 - Current working with Children's Check with no restrictions
 - Undertake National Police Record check.
- Desirable but not essential:
 - Professional Administration qualifications (certificate or equivalent)
 - Previous experience working in a specialist medical college, or educational organization
 - Previous experience in working in mental health systems.

- Familiarity with psychiatry training

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Austin Health is committed to diversity and inclusion in employment and is proud to encourage applications from people of different backgrounds, abilities, ages, genders, gender identities and/or sexual orientations.

Austin Health acknowledges the Traditional Owners of the lands we work on and pay our respects to Elders past and present.

We welcome applications from people with disability and aim to provide an inclusive and accessible workplace. If you need any help with the application process or would like to discuss your reasonable adjustments during interviews, please let us know.

We welcome applications from Aboriginal and Torres Strait Islander peoples. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#).

Document Review Agreement

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| Manager Signature | |
| Employee Signature | |
| Date | |