

# Position Description

## Administration Assistant – Specialist Clinics – Chronic Pain & Continence Services

|                                  |                                                                                                                                                                                                                              |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Classification:</b>           | HS1                                                                                                                                                                                                                          |
| <b>Business unit/department:</b> | Continuing Care, Health Independence Program (HIP)                                                                                                                                                                           |
| <b>Work location:</b>            | Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/><br>Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify) |
| <b>Agreement:</b>                | Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027                                                                         |
| <b>Employment type:</b>          | Full-Time                                                                                                                                                                                                                    |
| <b>Hours per week:</b>           | 40 (38 + ADO)                                                                                                                                                                                                                |
| <b>Reports to:</b>               | Administration Manager – Health Independence Program                                                                                                                                                                         |
| <b>Direct reports:</b>           | nil                                                                                                                                                                                                                          |
| <b>Financial management:</b>     | nil                                                                                                                                                                                                                          |
| <b>Date:</b>                     | September 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

The primary objective of this role is to provide professional, customer-focused and efficient administrative support to the following HIP clinics and services: Chronic Pain Service, Continence Service, Cognitive Dementia and Memory Service and Community Rehabilitation Services. There may be a requirement at times to support the needs of other HIP services.

### About the Directorate/Division/Department

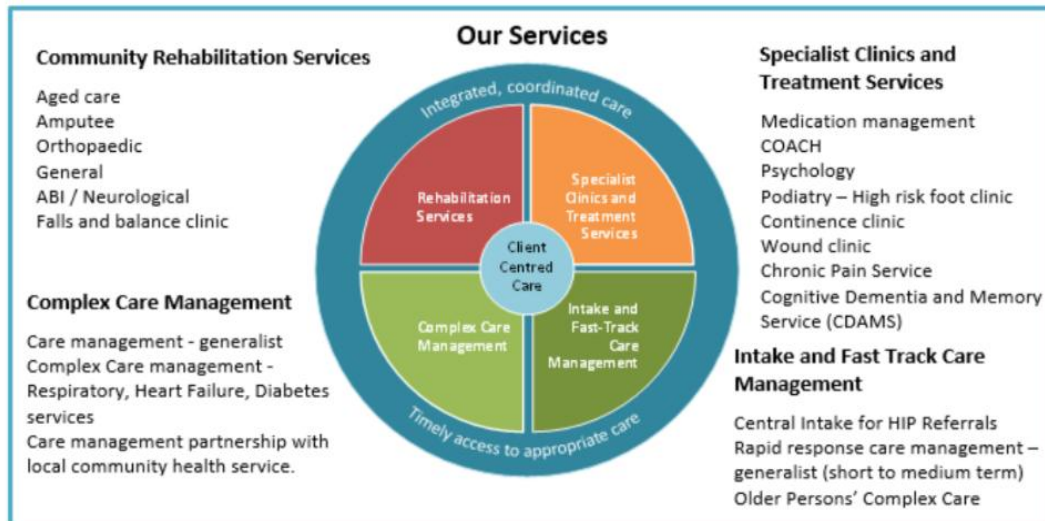
#### Health Independence Program

Austin's Health Independence Program (HIP) is funded by the Victorian Department of Health and Human Services and is part of the Continuing Care Division. HIP provides multi-disciplinary services that support people with health problems and other complex conditions to optimise their function

and self-management skills so that they can live independently and well in their homes and community.

The Health Independence Program encompasses many of the services that deliver health care to support the transition from hospital to home. These services can also prevent the need for a hospital presentation or stay, with people able to access these services directly from the community.

At Austin, the Health Independence Program encompasses the following services which aim to provide integrated and coordinated care that responds to the client's needs and goals.



## Position responsibilities

### Role Specific:

- Promote Austin values by providing high quality, patient-centered customer service as the first point of contact for the Health Independence Program.
- Support the administrative flow of the Pain & Continence clinics, ensuring systems, scheduling and patient communications are accurate, timely and reliable.
- Assist with the preparation of clinics and provide front desk administrative support on clinic days.
- Contribute to the resolution of day to day operational issues and ensure last-minute cancellations are filled to ensure the clinic runs effectively.
- Commence and maintain required clinical records in relevant databases, including TrakCare, Scanned Medical Records and Austin Community Vue.
- Maintain high-quality data and documentation across clinical systems to support safe and effective patient care.
- Support billing process by ensuring compliance with Medicare requirements.
- Identify and contribute to administrative process improvements to enhance service efficiency.
- Support a responsive multidisciplinary team through collaboration and effective communication.
- Assist with the maintenance of appropriate Standard Operating Procedures.
- Always ensure client confidentiality in accordance with the Privacy Act.
- Support the HIP Community Rehabilitation Services & Memory Clinic as agreed by the Rehabilitation Team Leaders and the Administration Manager.
- Assist with other administrative tasks during periods of planned and unplanned leave within the HIP Administration Team.
- Carry out other duties as delegated by the HIP Administration Manager.



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we achieve**



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the future**

## Selection criteria

### Essential skills and experience:

- Demonstrated experience providing administrative support in a complex environment.
- Person-centered and professional approach to service delivery.
- Ability to work effectively in both a team environment and independently when required.
- Strong organisational skills with the ability to manage competing priorities and adapt to changing demands.
- Digital confidence and experience working with multiple systems (e.g. Microsoft 365, clinical systems), with strong attention to detail and data accuracy.
- Highly developed communication and interpersonal skills, with the ability to engage effectively with a wide range of stakeholders.
- The ability to develop and maintain positive professional relationships.
- Ability to problem solve in a variety of situations.
- Demonstrated ability to work with minimal supervision in a busy environment.
- Ability to comply with and support change.

### Desirable but not essential:

- Experience working in healthcare.
- Familiarity with clinical systems such as TrakCare, Cerner, SMR or similar.

## 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).



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- 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.



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