Position Description

Intake Assistant

Classification:	Administration Officer Grade 2 (HS2-HS21)
Business unit/department:	Clinical Genetics
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Fixed-Term Part-Time
Hours per week:	Up to 15.2 hours per week
Reports to:	Manager, Clinical Genetics
Direct reports:	nil
Financial management:	nil
Date:	November 2026

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 Intake Assistant will work as part of the multidisciplinary genetics team to process new referrals and provide support to the genetic counselling team.

About the Directorate/Division/Department

Austin Health Clinical Genetics Service coordinates and delivers clinical genetics services at Austin Health, Eastern Health and Northern Health. In addition, Familial Cancer clinics are conducted at Albury/Wodonga, Ballarat and Shepparton.

Position responsibilities

Clinical and Administrative

- Process new referrals for the Clinical Genetics Service in a timely manner.
- Contact patients to discuss their referral and ensure appropriate and complete information required for clinic appointments is collected during intake.
- Accurate and timely data entry into relevant databases.
- Book appointments and complete administrative tasks associated with this process.
- Coordinate the intake process with assistance from Genetic Counsellors and other team members.
- Effective liaison with other units within Cancer Services, other medical units within Austin Health and external service providers in managing patients and family members seeking genetic consultation.

Education & Research

- Participate in ongoing education and professional development activities as required.
- Participate in appropriate research projects related to clinical genetics.

Credentialing and Scope of Clinical Practice

Selection criteria

Essential skills and experience:

- **Current student of a Master of Genetic Counselling or Master of Genomics and Health course**
- Excellent interpersonal, problem-solving, and organisational skills.
- Ability to work as part of a multidisciplinary team as well as autonomously.
- Patient focused, compassionate attitude.
- Confident, innovative and resourceful approach to work.

Desirable but not essential for Performance in the Position

- Effective computer literacy skills and experience in database software (e.g. Access, FAMBIS and Progeny).
- Proficient in medical terminology

Professional qualifications and registration requirements

Must be a current student of a Master of Genetic Counselling or Master of Genomics and Health course

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 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.