

# Position Description

## Breast Survivorship Coordinator

<b>Classification:</b>	HS2
<b>Business unit/department:</b>	Breast Unit
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Employment type:</b>	Part-Time
<b>Hours per week:</b>	9
<b>Reports to:</b>	Divisional Manager
<b>Direct reports:</b>	0
<b>Financial management:</b>	NA
<b>Date:</b>	May 2025

### Position purpose

This role provides dedicated administrative support to the Breast Care Survivorship Nurse with a focus on delivering coordinated, compassionate and person-centred care for breast cancer survivors post-treatment. The position will assist in managing clinic correspondence, booking appointments, maintaining survivorship care plans, and liaising with patients and clinical staff to enhance patient experience and service continuity.

### About the Division of SAPM and Breast Survivorship

The Surgery, Anaesthesia and Procedural Medicine Division (SAPM) employs over 1,500 staff and is responsible for the provision of approximately 50,000 planned and emergency procedures per year delivered to the community serviced by Austin Health. This includes planned surgery, emergency surgeries and procedure base care across 11 operating theatres and 4 endoscopy suites at the Austin site (AOS) and 8 operating theatres and 2 endoscopy suites at The Surgery Centre (TSC).

The Surgery, Anaesthesia and Procedural Medicine (SAPM) Division at Austin Health employs over 1,500 staff and delivers approximately 50,000 planned and emergency procedures each year. Services span across 11 operating theatres and 4 endoscopy suites at the Austin Hospital, and 8 operating theatres and 2 endoscopy suites at The Surgery Centre. The Breast

Surgery Unit, part of this division, provides comprehensive care to patients across the breast cancer journey, including survivorship.

Breast Cancer Survivorship is part of the Breast Surgical unit. Survivorship is a critical phase in the care continuum, focusing on the physical, emotional, and psychosocial wellbeing of patients post-treatment. Guided by the McGrath Model of Care—a nationally recognised framework—the Breast Care team at Austin Health delivers person-centred, individualised support that empowers patients to navigate life after cancer. The model emphasises collaborative care, access to reliable information, personalised care planning, and flexibility to meet local needs, ensuring all patients, including those from priority populations, receive equitable, evidence-based support.

## Position responsibilities

### Role Specific:

- Administrative Support for Survivorship Program
- Assist with scheduling and coordination of survivorship follow-up appointments and clinics.
- Assist, and maintain Survivorship Care Plan documentation as directed
- Coordinate communications to patients regarding appointments, wellness activities, and referrals.
- Support patient education by preparing information packs and tracking resource distribution.
- Assist the Survivorship Clinical Nurse Consultant with contacting multidisciplinary teams to ensure continuity of care and effective follow-up.

### Patient and Stakeholder Communication

- Confirm appointments with patients and manage cancellations or rescheduling.
- Triage calls and emails appropriately and escalate as needed to clinical staff.
- maintain exceptional customer service at all times to both internal and external stakeholders

### Data and Record Management

- Maintain accurate patient records and update databases as required.
- Assist with data collection and reporting activities related to patient outcomes and service evaluation.

### Team Support and Continuous Improvement

- Collaborate closely with the Breast Care Survivorship Nurse to streamline workflows and improve service delivery.
- Support the broader Breast Surgery admin team as needed during staff leave or peak periods.
- Participate in quality improvement projects and audits to ensure best practice service delivery.



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### Team dynamic

- contribute to creating a team environment which promotes positive culture and opportunity for learning and development
- support the continuity of services at times of leave, both within the administrative team and wider unit, to ensure high standard of business can continue
- communicates information and expectations in a way that builds effective and collaborative working relationships
- creates a climate where self-development and improvement is valued
- shares knowledge and information with the team
- communicates clearly and concisely
- effectively deals with challenging behaviours and seeks to resolve conflicts
- maintains a professional demeanor and serves as a role model for all staff
- help assist with the training of new staff members

### Continuous Improvement:

- establish system enhancements where identified improvement opportunities exist
- participate in IT system testing to ensure change processes are implemented effectively
- actively participate in ongoing identification, assessment and prevention of risk
- partake in any project activities within the Division where required

### General:

- undertakes not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer
- ability to prioritise workload and manage competing demands
- use initiative to support the best outcome for patients and the team
- maintain files in accordance with relevant policies and legislation
- assist with inventory management to ensure relevant stock is available and easy to locate
- assist with processing incoming mail, printing, faxing and other office duties
- invites and assimilates feedback from others by active participation in own performance review process
- willing to work within general SAPM business hours, Mon-Fri 7am-6pm and take a flexible approach to the roster
- undertake other administrative duties as requested by the Leadership 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 by following organisational safety, quality & 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 centred care.



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- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

## Credentialing and Scope of Clinical Practice

### 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
- Strong commitment to person-centred care and a sensitive, empathetic approach to patient engagement.
- Demonstrated commitment to excellence in customer service
- Proven effective communication skills both verbal and written
- Well-developed time management skills and ability to prioritise tasks
- Demonstrated ability to work in a complex and changing environment
- Ability to problem solve and be self-motivated
- Developed computer skills and sound administrative skills
- Accurate data management
- Ability to work autonomously and as a member of a dynamic team
- Commitment to quality, best practice and environmental safety
- Ability to assist and support the implementation of quality change initiatives

Desirable but not essential:

- Expertise in Microsoft Office Suite (Word, Excel, Outlook)
- A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department
- Previous experience working in cancer care, outpatient clinics, or survivorship programs.
- Knowledge of medical terminology related to oncology or breast care.

## Professional qualifications and registration requirements

There are no qualifications or registration requirements for this role'

## Quality, safety and risk – all roles



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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.



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