

# Position Description

## Administration Officer

<b>Classification:</b>	Grade 1
<b>Business unit/department:</b>	Medical & Cognitive Research Unit (MCRU)
<b>Work location:</b>	Heidelberg Repatriation Hospital
<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>	Fixed-Term Full-Time
<b>Hours per week:</b>	1.0 EFT, 38 hours per week
<b>Reports to:</b>	MCRU Manager
<b>Direct reports:</b>	Nil
<b>Financial management:</b>	Nil
<b>Date:</b>	November 2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung 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

To provide a full range of administrative and receptionist duties for the Medical and Cognitive Research Unit (MCRU) including overseeing several projects and staff. Requiring the utmost professional service etiquette, strict patient confidentiality and the ability to effectively communicate at all levels within the unit.

### About the Directorate/Division/Department

The Medical and Cognitive Research Unit (MCRU) is located at the Heidelberg Repatriation Hospital Campus of Austin Health and is tiered within the Continuing Care Clinical Service Unit. It is the largest dementia clinical trials centre in the southern hemisphere, and one of the largest in the world. MCRU has a strong and successful history in conducting numerous clinical trials in various neurodegenerative disorders, with most of the trials focusing on Alzheimer's Disease. The atmosphere within MCRU is energetic, friendly, and cohesive, with strong teamwork ethic amongst all staff members. The unit comprises of study coordinators, medical investigators, administrative staff, a recruitment officer and neuropsychologists.

## Position responsibilities

### Role Specific:

#### Administration and Reception:

- Meet and greet patients and their carers and provide exceptional customer service.
- Clerical duties, including answering phone calls, responding to emails, entering patient details on hospital EMR and preparing documents as required
- Provide administrative assistance to the Medical Director and the Manager
- Operation, maintenance and security of record keeping systems and software.
- Create and update record and databases of personnel, financial and other data as necessary.
- Support budgeting and bookkeeping procedures as required.
- Submit timely reports and prepare proposals as assigned.
- Track stock of office equipment and kitchen supplies and place orders.
- Equipment management and maintenance:
  - Organise yearly servicing and calibration of equipment and maintain log of same.
  - Generate reports from central monitoring systems of freezers and fridge as required.
- Induction of all new staff with regards to administrative processes.
- Identify, establish, improve and maintain administrative processes.
- Organise administrative functions for clinic visits, meetings and events, including catering.
- Assist in the set up and pack up of the unit ensuring the rooms are left in a clean and tidy state at the end of each day.

#### Data management:

- Ensure patient confidentiality is maintained at all times.
- Assist with the timely submission of Medical Record documents to SMR (Scanned Medical Record), and retrieval of patient's medical information from prior/other health care providers.
- Respond to all relevant correspondence and requests for information.
- Create and update records on research related information including protocol changes and timepoints.
- Data entry and update of patient details and clinic visits in the calendar.

#### Communication:

- Ensure timely and effective communication of information.
- Maintain professional working relationships with all parties involved in each clinical trial.
- Help promote and maintain a supportive team approach within MCRU to ensure good working relationships.
- Attend relevant unit and hospital-wide meetings.

#### General:

- Maintain a flexible approach to working hours to meet the requirements of the unit.
- Hybrid approach to work is negotiable.
- Other duties consistent with the position where required and/or requested by management from time to time.

#### 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 centred care.



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- 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:

- A commitment to Austin Health values: Our actions show we care; We bring our best; Together we achieve; and We shape the future.
- Proven high level experience as an office administrator
- Advanced computer skills. Demonstrated experience with Microsoft Office 365 and Electronic Medical Record software. Ability to have a go at all tech and quickly grasp the software.
- Strong customer service skills, particularly the ability to work with older adults and their family and friends, and external stakeholders like pharmaceutical companies.
- Excellent written and verbal communication skills.
- Demonstrated high level ability to organise, prioritise and manage time effectively.
- Good problem-solving ability, and ability to work independently with limited supervision.
- Enthusiasm, willingness to learn and contribute to the research team.
- High level attention to detail and demonstrated experience of showing initiative.
- Excellent work ethic, reliability, and punctuality

### Desirable but not essential:

- Bookkeeping skills
- Experience working in a medical or other health related practice.
- Experience in clinical trials.
- Knowledge of medical terminology

## 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.



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## 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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