

Position Description

Patient Experience Officer

Classification:	RN Grade 4 YX11 or Grade 3 Allied Health
Business unit/department:	Patient Experience Unit/ Patient Safety Clinical Excellence Division
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024-2028 Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Employment type:	Part-Time
Hours per week:	16 hours / week or 0.4EFT
Reports to:	Manager Patient Experience
Direct reports:	N/A
Financial management:	Budget: NIL
Date:	August 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 Patient Experience Officer (PEO) is responsible for coordinating the management of consumer feedback, including complaints, compliments, suggestions and enquiries received by the Patient Experience Unit. The role supports the administration and governance of Austin Health's RiskMan Feedback Management System, ensuring feedback is accurately recorded, monitored and managed in accordance with organisational requirements.

Working collaboratively with consumers, families, carers and staff, the PEO acknowledges and triages feedback, clarifies concerns and desired outcomes, and coordinates the review and resolution of

matters with relevant clinical and operational teams. The role supports the delivery of timely, responsive and person-centred feedback processes, promotes a culture that values consumer perspectives, and contributes to quality improvement by identifying and communicating feedback themes, trends and opportunities to support safer, higher-quality care and an improved consumer experience across Austin Health.

About the Directorate/Division/Department

About the Division

The Division of Patient Safety, Experience and Clinical Excellence sits within the Chief Medical Officer Directorate and supports Austin Health to deliver safe, high-quality, person-centred care. The Division provides leadership, oversight and systems that drive continuous improvement in patient outcomes, consumer experience and organisational performance.

Key areas of responsibility include patient safety and adverse event management, Statutory Duty of Candour, patient experience and feedback, clinical governance, standards and assurance, clinical audit, quality improvement, clinical indicators, and clinical safety systems.

About the Unit

This position is located within the Patient Experience Unit (PEU), a key component of the Division of Patient Safety, Experience and Clinical Excellence. The PEU leads Austin Health's consumer feedback and complaints management functions, supports consumer-centred care, and ensures patient and family experiences and insights are used to inform quality improvement, service redesign and organisational learning across the health service.

Position responsibilities

- Coordinate the receipt, acknowledgement, triage and management of complaints, compliments, suggestions and enquiries in accordance with organisational requirements, legislative obligations and established timeframes.
- Act as a central point of contact for consumers, families and carers, ensuring concerns are documented and managed in a responsive, respectful and person-centred manner.
- Coordinate the consumer feedback process, liaising with clinical and operational teams to facilitate timely investigation, response and resolution of concerns.
- Provide advice and support to staff in the management of consumer feedback and preparation of person-centred responses.
- Support local teams to resolve concerns at the point of care where appropriate.
- Maintain accurate, timely and confidential records within the RiskMan Feedback Management System, ensuring data quality, integrity and compliance with organisational requirements.
- Monitor the progress of consumer feedback matters and follow up with relevant stakeholders to ensure actions are completed and response timeframes are met.
- Escalate serious, complex or high-risk matters, including those with potential clinical, safety, medico-legal or reputational implications, in accordance with organisational requirements.



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- Identify matters that may meet the criteria for a Serious Adverse Patient Safety Event and facilitate referral to relevant teams to support investigation and Statutory Duty of Candour requirements.
- Develop and maintain positive relationships with consumers, carers, families and staff, ensuring all interactions are professional, compassionate and consumer-centred.
- Communicate sensitively and effectively with consumers, families and carers from diverse backgrounds, using clear, accessible and person-centred communication to support understanding, inclusion and engagement.
- Contribute to the collection, analysis and reporting of consumer feedback and patient experience data.
- Coordinate consumer feedback and patient experience surveys, including data collection and reporting activities, as required.
- Identify and communicate consumer feedback themes, trends and opportunities to relevant staff and teams to support quality improvement, patient safety and service enhancement.
- Collaborate with clinical and operational teams to support improvement activities arising from consumer feedback and patient experience outcomes.
- Liaise with internal and external stakeholders, including regulatory and oversight bodies, as required.
- Promote best practice consumer feedback management and support a culture that values consumer perspectives, quality improvement and continuous learning.
- Ensure consumer feedback is managed in accordance with relevant legislation, standards and organisational policies and procedures.
- Contribute to accreditation activities, audits, reporting requirements, projects and other departmental initiatives as required.

Education and Training

- Assist in the development and delivery of education and resources relating to patient experience, consumer feedback management, complaints resolution and RiskMan systems.
- Provide coaching and support to staff to strengthen capability in managing consumer feedback and promoting person-centred care.

Other Duties

- Undertake other duties as directed and appropriate to the classification and scope of the role

Selection criteria

Essential skills and experience:

- Relevant health qualification with substantial experience in a healthcare setting.
- Demonstrated commitment to Austin Health's Values.
- Excellent interpersonal, communication and relationship-building skills, with the ability to engage effectively with consumers, families and staff at all levels.
- High-level written communication skills, including the ability to prepare clear, accurate and professional correspondence.
- Ability to work independently, exercise sound judgement and manage competing priorities in a complex environment.



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- Demonstrated ability to work collaboratively within multidisciplinary teams and across organisational boundaries.
- Well-developed negotiation, conflict resolution, complaint management and conciliation skills.
- Strong organisational, time management and prioritisation skills, with the ability to manage a high-volume workload.
- Demonstrated understanding and application of person-centred care principles.
- Demonstrated understanding of, and sensitivity to cultural and diversity considerations in healthcare.
- Experience in data collection, management, analysis and reporting.
- Advanced proficiency in Microsoft Office applications, including Word, Excel, PowerPoint and Outlook.
- Experience using Riskman Feedback Management System and electronic medical record systems.

Desirable but not essential:

- Postgraduate qualification in a relevant field.
- Experience in complaints management, patient experience, consumer engagement or quality improvement within a healthcare setting.
- Understanding of complaint management principles, including relevant legislation, standards and best-practice approaches.
- Knowledge of healthcare quality, clinical governance and patient safety frameworks.
- Familiarity with Austin Health's organisational structure, services and clinical operations.
- Experience presenting information to a range of audiences and facilitating discussions with diverse stakeholder groups.
- Training, qualification or experience in mediation, facilitation, conflict resolution or alternative dispute resolution.

Professional qualifications and registration requirements

Relevant health qualification with substantial experience in a healthcare setting.

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:



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- 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 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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