

# Austin Health Position Description



**Position Title: Administration Assistant**

Classification:	HS2 Administration Assistant
Business Unit/ Department:	ONJ Cancer Services Admin – Palliative Care
Agreement:	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2021-2025
Employment Type:	Part-Time
Hours per week:	8 hours per week, Friday 0800-1630 Friday.
Reports to:	Administration Manager ONJ Cancer Centre
Direct Reports:	0
Financial management:	Budget: 0
Date:	November 2024

## About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors and 3,000 nurses, and delivers a full range of leading edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is to change healthcare for the better through world class research, education and exceptional patient care.

Our values define who we are, shape our culture and the behaviours, practices and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve and we shape the future. [www.austin.org.au/about-us](http://www.austin.org.au/about-us)

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

## Position Purpose

To provide high quality administrative and secretarial support to the Director and Palliative Care unit located within the Olivia Newton-John Cancer, Wellness and Research Centre.

This Friday only position is sharing the duties and tasks in a job share arrangement to ensures all the administrative needs of the unit are being met.

## Local work environment

Cancer Services provides a comprehensive range of services for cancer patients and their families, including radiotherapy, medical oncology, surgical oncology, clinical haematology – including autologous and allogeneic bone marrow transplantation. Supportive care, wellness and palliative care are integral components of the service, along with teaching, education and research. Services are provided in a range of inpatient and ambulatory settings. Inpatients services include two acute cancer wards and a palliative care ward. Ambulatory services include radiation oncology, day oncology, apheresis and multidisciplinary cancer clinics which operate on a Monday-Friday basis. A cancer clinical trials centre manages trials in inpatient and ambulatory settings.

### ONJ Administration

ONJ Administrative staff provides support to the various departments with the cancer centre including:-

- Radiation Oncology
- ONJ Cancer Centre reception level 3 & 4
- Day Oncology • Inpatient wards
- Medical Oncology Unit
- Clinical Haematology Unit
- Palliative Care
- MDM meetings
- Cancer Clinical Trials

### Palliative Care

Palliative care is an approach that improves the quality of life of patients and their families facing the problem associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.

Specialist Palliative Care Services at Austin Health include:

- **Palliative Care Clinic** - outpatient clinic to support patients at home.
- **Palliative Acute Transition Home (PATH) program** - a service in the community to expedite discharge home from hospital or prevent admission.
- **Palliative Care Clinical Trials program** - to research and improve palliative care management.
- **Palliative Care RAPID program** – Outreach service providing care in the home and aged care.

## Purpose and Accountabilities

### Role Specific:

Provide administrative support for the Palliative Care Director and Unit by the following:

- Facilitate the smooth day to day operations of the unit
- Provide reception duties including managing enquiries and meeting and greeting visitors to the unit
- Provide exceptional face-to-face, phone and email communication, including discretion and confidentiality on sensitive matters
- Preparation of correspondence (both written and email), books, reviews, publications, research publications, grant applications and reports
- Independently manage routine correspondence
- Provide secretarial & administrative support to the Director which includes preparation, typing of documents, letters, medical and research reports, flyers, copying, faxing and scanning
- Organise diary appointments and arranging both internal, external and digital meetings
- Liaise regarding travel arrangements for external meetings in Australia and overseas
- Preparation of clinic templates and monitor against leave requests
- Preparing PowerPoint, Excel and other presentations
- Maintain an efficient operational filing system
- Maintain any relevant databases and undertake data entry as required by the unit
- Create and enter appointments into Hospital Trakcare system
- Ensure stationary and other consumables are ordered for services in an effective and financially responsible manner
- Ensure administrative and office equipment is maintained and serviced
- Provide all aspects of administrative support for unit meeting and events including venue bookings, electronic diary invitations, preparation and circulation of agendas/papers, minute taking and typing and circulation of minutes.
- Maintain the Medical Unit Rosters, the Unit Handbook and Protocol Manual if applicable
- Maintain and update Sharepoint for the unit where required
- Establishment and assigning authority to new and existing Microsoft Team channels
- Support orientation of new staff to the unit
- Collaboration with Austin School, Palliative Care Consultancy and Unit for placement and tutorials for medical students.
- Assisting with the organisation of Palliative Care Week event.
- Assisting with the organisation of Palliative Care Memorial Service event.
- Attend and actively participate in the division administrative staff meeting
- Support the department and Quality Manager to ensure that staff in the unit have completed all mandatory training requirements and any other quality activities to support their unit in achieving the National Health Care Standards
- Maintain the Procedures Manual related to the position
- Liaise with other administrative staff in the Cancer and Neurosciences division to ensure streamlining of processes
- Relieve on level 4 reception during times of unplanned leave
- Any other duties as requested by Administration Manager, Divisional Managers or unit

### **Administrative duties - Human Resource Functions:**

- Coordinate timesheet management for medical, registrar and unit staff including:
  - Submit regular fortnightly timesheets and supporting paperwork
  - Review and cross referencing non standard hours against leave request submissions
  - Tracking on spreadsheet
  - Arranging relevant authorisation
- Responsible for annual and conference leave management for medical and unit staff including:
  - Verifying leave entitlement
  - Tracking on leave spreadsheet
  - Ensuring all supporting documentation is attached (for conference leave requests)
  - Arranging authorisation by the Divisional Manager responsible for the unit
  - Forwarding to Divisional Director for approval and processing
  - Feedback to staff of leave approval/rejection
- Responsible for Staff Employment Process (in conjunction with HR and Medical Workforce Unit) and relevant manager including:
  - Liaise with the preparation and follow up of e-variations, Mercury e-recruitments including consultants credentialing
  - Registrar appointment paperwork
  - Coordinate termination paperwork as required
- Co-ordinate PRD process to meet KPI's
- Co-ordinate Mandatory training recording to meet KPI's

### **Administrative duties - financial:**

- Completion of contract preparation and invoice management as required
- Continuing Medical Education (CME):
  - Have sound knowledge of CME Policy
  - Cross reference CME requests against approved conference leave dates
  - Ensuring all receipts are original copies and total to amount being claimed
  - Ensuring items being claimed are within CME guidelines.
  - Monitor consultants CME balance for each financial year.
  - Prepare and forward CME claims to responsible person for processing
- Prepare private patient billing for Consultants

### **All Employees:**

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub): <http://eppic/>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

## Selection Criteria

### Essential Knowledge and skills:

- High level of experience in computing skills in word processing, spreadsheet and presentation packages
- An ability to manage incoming work with competing priorities, meet deadlines, and advanced attention to detail and accuracy in all activities
- Proficiency in Microsoft Office Programs including Microsoft Teams
- Demonstrate a high degree of initiative, tact and diplomacy with well-developed interpersonal skills
- Effective oral and written communication skills
- Demonstrated ability to manage change.
- Maintain a highly organised work environment
- Able to work effectively in a team environment
- Demonstrated commitment to high quality customer service
- Previous experience in a similar role
- A commitment to Austin Health values

### Desirable but not essential:

- Proficient in medical terminology

## General Information

### Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

### Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website: <http://www.austin.org.au/careers/Aboriginalemployment/>

## Document Review Agreement

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	