

Position Description

Data Coordinator, Specialist Clinics

Classification:	Administration Officer Grade 2
Business unit/department:	Specialist Clinics
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Full-Time
Hours per week:	40 (38+ADO)
Reports to:	Business Manager, Ambulatory Services
Direct reports:	Nil
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 Data Coordination Team supports Specialist Clinics and the wider organisation, through their expertise and advice relating doctors schedules, Specialist Clinics data and activity reporting as well as application of business rules for clinic templates and processes across the service.

Data Coordinators are responsible for identifying and correcting workflow issues across Specialist Clinics systems, managing clinic schedule changes and responding to requests from internal and external teams. This is to enable high data integrity, reduce patient risk, support service demand and ensure accurate reporting. Knowledge of core Specialist Clinics administrative processes and engagement with broader teams is essential for success in this position.

Data Coordinators working alongside the Austin IT Department, Health Information Services and external vendors to problem solve and provide root causes of issues impacting Specialist Clinics data and processes.

About the Directorate/Division/Department

Specialist Clinics provide planned non-admitted services that require the focus of an acute setting to ensure the best outcome for a patient. These services are an important interface in the health system between acute inpatient and primary care services. They provide access to:

- Medical, Nursing and Allied Health professionals for assessment, diagnosis and treatment
- Ongoing specialist management of chronic and complex conditions in collaboration with community providers
- Pre-and post-hospital care
- Related diagnostic services such as pathology and imaging
- Teaching, training and research opportunities

Patients are referred to Specialist Clinics by general practitioners (GPs), specialist and other community-based healthcare providers, as well as clinicians in the Emergency Department, in-patient units and other areas of the hospital.

Austin Health Specialist Clinics span two campuses (5 sites) with extensive facilities located at the Heidelberg Repatriation Hospital (HRH). The sites are listed by campus below:

Austin Hospital

Level 3 Lance Townsend Building

Level 3 Olivia Newton-John Cancer & Wellness Centre (ONJCWC)

Heidelberg Repatriation Hospital

Ground Floor Tobruk Building

Level 2 Centaur Building

Level 4 Centaur Building

Currently there are over 300,000 attendances per annum, making it one of the largest services in the state.

Specialist clinics is also a leader in innovation and is currently undergoing major reform including the introduction of an electronic patient referral, auditing of waitlists and several redesign projects aimed at improving efficiency of the department and the patient experience.

Position responsibilities

Role Specific:

- Create and maintain all clinic schedules on Trakcare for nursing, allied health and medical staff – including updating backend source tables for accurate reporting
- Set up new clinics across in Specialist Clinic systems including registering new services with the Department of Health



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- Coordinate changes, requests and queries with Specialist Clinics Units, Admin staff, Medical Workforce, Health Information Systems and IT teams
- Monitor the data integrity of the systems and resolve any data integrity issues
- Assist with the production and distribution of routine operational reports
- Assist with requests for ad hoc reports and data extracts including some analysis and transformation of data within Microsoft Excel
- Data correction and submission for VINAH reporting.
- Perform User Acceptance Testing (UAT), system upgrade and patch testing across Specialist Clinics systems (Trakcare, Queue Manager, CRM)
- Participate in quality improvement and service development activities as directed.

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.
- 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.

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements (User to enter role specific responsibilities below using dot points).



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Selection criteria

Essential knowledge and skills:

- High level of proficiency with Microsoft Excel and Outlook
- Strong computer and systems literacy with the ability to quickly learn and adapt to different technologies
- Accurate and efficient data entry skills with a high attention to detail
- Ability to perform and understand complex administrative processes and business rules
- Excellent communication and interpersonal skills, with a demonstrated ability to collaborate with and engage internal and external stakeholders in a professional manner at various levels to interpret and satisfy user requests and queries
- Proven ability in managing concurrent tasks
- Strong problem-solving skills
- Excellent time management and organisational skills

Desirable but not essential for performance in the Position:

- Prior experience using Resource Scheduling and Code Tables in Trakcare
- Previous experience in a non-admitted healthcare setting, and good knowledge of the Victorian Access Policy and VINAH requirements for Specialist Clinics

Professional qualifications and registration requirements

There are no qualifications or registration requirements for this role.

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.*



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- 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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