Position Description

Administration Officer

Classification:	Administration Officer HS1 (Part Time)
Business unit/department:	Surgery, Anaesthesia & Procedural Medicine (SAPM)
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
	Choose an item.
	Choose an item.
Employment type:	Part-Time
Hours per week:	32
Reports to:	Elective Admissions and Austin Operating Suite Administration Manager
Direct reports:	0
Financial management:	Budget: 0
Date:	December 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

As an Administration Officer, you will join a highly skilled team supporting the administrative operations of the Austin and Repatriation Centre Operating Suites. Working closely with wards and specialty units, you will contribute to critical administrative tasks while supporting a smooth and seamless patient journey.

About the Directorate/Division/Department

The Division of Surgery, Anaesthesia & Procedural Medicine (SAPM) is responsible for the management and coordination of surgery, gastroenterology and cardiology services. Emergency and

planned procedures are delivered to 35,000 patients per year across two sites, in 19 operating theatres, two procedure rooms, four endoscopy suites and two catheter laboratories by more than 1,750 staff.

Position responsibilities

Role Specific

- Ability to work within the hours of 06.30 and 20.00 to meet service demands.
- Availability to work across the week and on occasional Saturdays 0630-18.00
- Flexibility to support working a rotating roster, inc. cover for sick and annual leave.

Accountability

- Administration support to all areas within Austin Operating Suites (AOS) and The Surgery Centre (TSC) as required. *Theatre Reception, Ward Clerks (various Wards), Admissions (multiple areas. inc. patient documentation prep) Recovery/SurgiNet Superuser.*
- Ensure prompt admissions avoiding delays to theatres.
- Make timely appointments and distribute discharge information to patients and GP's, where relevant
- Maintain accurate and up-to-date systems and manage in the recommended timeframe.
- To collaborate with staff and promote excellent customer service, which delivers prompt and efficient responses to patients.
- Ability to prioritise workloads and manage competing demands.
- Maintain clinical files in accordance with relevant policies and legislation, including pre-admissions, discharge, and admission of patients, both from other wards and directly
- Maintain related records, of patients, and databases as directed.
- To screen and appropriately prioritise all telephone calls and enquiries.
- Provide clear, concise, and timely communication with staff, patients, and the public in the process of performing duties.
- Relay messages in an efficient and effective manner
- Photocopy and collate documents and reports, filing as required.
- Maintain adequate supplies of stationery and stores supplies.
- Where appropriate, respond to all relevant correspondence and requests for information according to policies and procedures.
- Demonstrate respect for equipment and report faulty equipment promptly.
- Diversity to work in a fast-paced evolving unit.
- Other administrative duties as requested.
- Work across multiple sites as per work requirements and/or directed by management.

Team dynamic

- Promote a supportive team approach, within TSC & AOS, to ensure good working relationships.
- Contribute to creating a team environment which promotes positive culture and opportunity for learning, development, and improvement.
- Support the continuity of services at times of leave, both within the administrative team and wider unit, to ensure a high standard of business can continue.
- Communicate information and expectations in a way that builds effective and collaborative working relationships.
- Share knowledge and information with the team
- Effectively deal with challenging behaviours and seek to resolve conflicts.
- Maintain a professional demeanour and serve as a role model for all staff.

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.

Selection criteria

Essential skills and experience:

- 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.
- Demonstrated commitment to excellence in customer service.
- Proven effective communication skills both verbal and written.
- Expertise in Microsoft Office365 (Word, Excel, Teams, Outlook & PowerPoint)
- Well-developed time management skills and ability to prioritise tasks.
- Ability to problem solve and be self-motivated.
- Demonstrated ability to work in a complex and changing environment.
- Developed computer skills and sound administrative skills.
- Accurate data management.

Desirable but not essential:

- Previous experience in health industry
- Previous experience with Austin Health IT systems
- A foundational level understanding of medical terminology

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-centred 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 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.