

Position Description

Position Title: Administration Assistant -CNC Support

Classification:	Administration Officer Grade 2
Business unit/department:	ONJ Administration
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Part time or Full time considered - Monthly ADO for Full time
Hours per week:	40 (38+ADO) per week Clinical Haematology Unit - 0.6FTE per fortnight 24hrs per week Medical Oncology Unit - 0.4 FTE per fortnight 16hrs per week
Reports to:	Cancer Services Administration Manager
Direct reports:	0
Date:	April 2026

Position purpose

This position is based in the ONJ Cancer Centre to provide all administrative support to the Clinical Nurse Consultant teams within Medical Oncology Unit & Haematology Unit. This role will undertake and be responsible for all administrative tasks involved in the business operations of this service.

The purpose is to ensure all administrative activities of registering, booking, communicating, sending documentation under the direction of the Clinical Nurse Consultants (CNC) are carried out in a timely, efficient and effective manner, supporting the quality and performance of delivery of services within the cancer services setting.

About the Medical and Cancer Directorate/Division/Department

The Medical and Cancer Services Division is one of six divisions within the Chief Operations Officer Directorate of Austin Health. The Division's clinical services operate across all three Austin Health campuses and Ballarat Health Services (BHS) within the Ballarat Regional Integrated Cancer Centre (BRICC) and comprise a complex range of national, state-wide organizational wide and specialty clinical services.

Cancer Services 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

Position responsibilities

Role Specific:

Clinic Coordination and Patient Flow

- Coordinate and manage Nurse Led Specialists Clinics ensuring patients are appropriately booked into the correct clinic in line with service models and clinical pathways.
- Support management of specialist clinic waiting lists, including contacting patients to confirm appointment details, suitability and attendance.
- Communicate appointment details and changes to patients, including time changes and modality (e.g. in-person to telehealth).

Inbox and Referral Coordination

- Monitor and manage shared CNC inboxes, prioritising urgent requests, responding to routine administrative enquiries, and redirecting or escalating requests as appropriate to support timely care delivery.
- Receive, sort and prioritise referrals and correspondence for the service in accordance with agreed processes.

Coordination of External Results and Documentation

- Liaise with internal and external providers to obtain outstanding pathology, radiology and other clinical documentation required for clinics, multidisciplinary meetings and patient management.
- Ensure external results and correspondence are appropriately uploaded and filed within the patient medical record in accordance with policy and procedures.

Data, Audit and Information Management

- Maintain and update tumour-specific databases, audit spreadsheets and registries to support reporting, service evaluation, quality improvement and clinical governance requirements.
- Ensure accuracy, completeness and timeliness of data entry in line with reporting deadlines



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and service expectation

Administrative and Operational Support

- Minute taking for meetings
- Book and coordinate non-specialist clinic appointments, including confirmation and patient reminders.
- Prepare and distribute clinic correspondence, patient information packs and documentation to patients and community providers, including GPs and allied health professionals.
- Co-ordinating scripts for patients from medical staff
- Arranging interpreter services
- Upload referrals, results and external documentation into hospital information systems, including SMR, TrakCare, Web Scheduler and Cerner Oncology.
- Assist with coordination of patient transport and parking support for eligible patients.
- Communicate effectively and contribute to a collaborative, supportive team environment within Cancer Services.

Other

- Participate in service improvement activities as required.
- Backfill cover in MDM admin role as required.
- Undertake other reasonable duties as directed by management.
- **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:

- A commitment to the Austin Health values
- Highly organised and the ability to prioritise work and multi-task in an extremely busy environment
- An ability to manage incoming work with competing priorities, meet deadlines, and advanced attention to detail and accuracy in all activities
- Ability to work both autonomously and as a member of a dynamic team, which works effectively within a multi-disciplinary environment
- Effective oral and written communication skills
- Maintain a highly organised work environment
- Demonstrated commitment to high quality customer service
- Accurate keyboard skills and sound administrative skills
- **Desirable but not essential:**
- Good working knowledge of Trakcare, Cerner Oncology, Web Scheduler and other health information systems
- Good understanding of medical terminology

Professional qualifications and registration requirements



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- 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.*
- 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 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



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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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