

Position Description

SAPM Administration Lead

Classification:	Administrative Officer Grade 2
Business unit/department:	Surgery, Anaesthesia & Procedural Medicine Division
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 2021-2025
Employment type:	Part-Time
Hours per week:	32
Reports to:	Divisional Manager Access, Planned Surgery & Endoscopy Services
Direct reports:	Nil
Financial management:	Budget: N/A
Date:	August 2026

Position purpose

This position is designed to provide to personal assistance (PA) support the Divisional Managers and administrative and unit secretarial assistance to surgical Head of Units (HOU) as outlined below.

The portfolios will include the following, however, are not limited and may change at any time depending on the needs of the organisation;

Portfolio 1:

PA support to: Director - Orthopaedics
Divisional Manager - Cardiac Services & Specialty Surgery
Divisional Manager - Access Planned Surgery & Endoscopy Services

Unit administration and secretarial assistance to Orthopaedics, Plastics, ENT, and Maxillofacial Unit, via the Divisional Manager or HOU.

Portfolio 2:

PA support to; Divisional Manager – Anaesthesia, Perioperative & CSSD Services
Divisional Manager – Gastroenterology, Transplant & General Surgery

Administration and unit secretarial assistance to Colorectal, Upper GI, Urology, GATES, Breast, Renal Transplant, Ophthalmology, Gynaecology & Family Planning, via the Divisional Manager or HOU

The administration lead ensure administrative activities are carried out in a timely, efficient and effective manner, supporting the quality and performance of the service.

This role is key to the coordination and centralisation of key unit administrative functions, including the end-to-end medical staff leave management, forward planning across the units within the Division of SAPM and assisting recruitment and onboarding of medical staff in conjunction with the Medical Administration Coordinators. Further general administrative functions will include activities which support medical staff to be aligned with the priorities of the organisation. These include, but are not limited to, supporting the Unit Director and Divisional Manager to facilitate: mandatory staff training, performance review, operational business plans and similar functions.

This role will require close working relationships with a wide range of staff across the hospital.

About the Division

Austin Health's Surgery, Anaesthesia and Procedural Medicine Division (SAPM) is part of the Operations Directorate. The Division manages a number of specialties and services including theatres, CSSD, vascular/Cath lab; cardiac diagnostics and the surgical wards at Austin and Repatriation sites. SAPM employs over 1,500 staff and is responsible for the provision of approximately 50,000 planned and emergency procedures per year delivered to the community serviced by Austin Health.

SAPM provides a broad range of planned procedures including Liver and Renal transplant and Cardiac surgery. Other surgical specialties include Neurosurgery, Orthopaedics, Plastics, Vascular, Thoracics, Urology, ENT, Paediatrics, General surgery, HPB, UGI, Endoscopy, Cardiology and Radiology services. A number of clinical services within the Division have associated research units.

SAPM promotes a culture that aims to deliver quality patient care. Staff are encouraged to value lifelong learning and as such are provided with time for education and professional development. The aim of this is to ensure that patients receive excellent care at all times and staff satisfaction and professional development is maintained.

Position responsibilities

PA Support to Divisional Managers:

- Provide proactive diary management and meeting coordination support for Divisional Managers, including scheduling appointments, managing calendars, prioritising requests and resolving scheduling conflicts.
- Coordinate and support meetings, including preparation and distribution of agendas, meeting papers and supporting documentation, and the recording and distribution of meeting minutes and action items.
- Prepare, process and monitor invoices where services are provided to external organisations, ensuring timely and accurate invoicing in accordance with organisational processes.



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Unit Administration & Secretarial Assistance:

- Provide comprehensive administrative and secretarial support to relevant units, working collaboratively with Heads of Units (HOU), Directors and Divisional Managers
- Act as a central point of contact for unit administration matters, responding to enquiries and coordinating communication between medical staff, management and key stakeholders.
- Coordinate unit meetings, including agenda preparation, meeting logistics, minute taking, action tracking and follow up activities.
- Take a dynamic approach to administration support for the unit, including;
 - Arrange meetings or functions
 - Circulate agendas & minute taking
 - Arrange corresponding room/venue bookings
 - Maintain equipment maintenance and contracts.
 - Arrange interviews, process documentation including interview packs, obtaining completed interview notes/reference check documentation etc
 - Assist with processing incoming mail, printing, faxing and other office duties.

Leave Management:

- Implement the agreed systematic approach to managing medical leave, including; receiving all leave applications,
- Gaining approval as per policy and relevant Award,
- Entering the leave within the organisational leave system,
- Sourcing back-fill (as per agreed unit process), covering leave as directed.
- Maintain a leave planner for each unit and provide the HOU with monthly updates as to the status of leave planned for the HOU to ensure an appropriate service base within the unit.
- Seek, collate and provide data and information related to SAPM medical staff utilisation that informs the functions of the business and budget.
- Have an in-depth knowledge of medical leave Award entitlements and implement the coordinated leave management processes for the Division of SAPM.

HR Support:

- Implement and maintain processes surrounding key human resource requirements to support Divisional Manager and Medical Units. Support will include implementing agreed processes, monitoring and maintaining processes, and reporting outcomes for assigned unit portfolios. Areas include, but are not limited to;
 - Mandatory training
 - Performance and development review.
 - Payroll functions, e.g. Fee For Service or Continuing Medical Education applications

Finance:

- Prepare, process and carry out related responsibilities pertaining to orders and invoices in an accurate and timely manner.

Customer Service and Continuous Improvement:

- Uphold the customer service culture and philosophy of teamwork with the Division of SAPM.
- Establish system enhancements where identified improvement opportunities exist.
- Provide administration support to relevant projects occurring within the Division of SAPM, at the direction of the Divisional Director.

Team dynamic:

- Contribute to creating a team environment which promotes positive culture and opportunity for learning and development.
- Support the continuity of services at times of leave, both with in the administrative team and wider unit, to ensure high standard of business can continue.



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- Communicate information and expectations in a way that builds effective and collaborative working relationships.

Other duties:

- Maintain files in accordance with relevant policies and legislation.
- Assist with inventory management to ensure relevant stock is available and easy to locate.
- Invites and assimilates feedback from others by active participation in own performance review process.
- Willing to work within general SAPM business hours, Mon-Fri 8am-6pm and take a flexible approach to the roster.
- Other administrative duties as requested by the Divisional Leadership Team or Head of Unit at the approval of direct line manager.

Selection criteria

Essential skills and experience:

- A commitment to Austin Health values: Our Actions Show We Care, We Bring Our Best, Together We Achieve, We Shape the Future
- Demonstrated commitment to excellence in customer service
- Sound knowledge of medical leave entitlements, or a willingness to learn
- Demonstrated ability to understand, interpret and implement appropriately the requirements of Awards, Agreements and Industrial instruments related to leave management
- Ability to problem solve
- Highly developed interpersonal and communication skills
- Demonstrated high degree of professionalism
- Demonstrated systematic thinking and ability to juggle multiple tasks and issues simultaneously
- Strong computer skills with intermediate proficiency in Microsoft Excel and Word
- Attention to detail and accurate data management
- Results focused with demonstrated ability to meet targets and timelines
- Demonstrated initiative and the ability to work both independently and as part of a team
- Flexibility and reliability
- Ability to work in an environment of change and pressure
- Motivation and commitment to ongoing individual and team professional development
- Ability to assist and support the implementation of quality change initiatives

Desirable but not essential:

- Advance skills in Microsoft Office Suite (Word, Excel, Outlook)
- A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department
- Knowledge of medical terminology

Quality, safety and risk

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.



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- 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 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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