Position Description

Neurodiagnostics Secretary

Classification:	Administration Officer Grade 2 (HS2 – HS21)
Business unit/department:	Medical and Cancer Services Division / Neurodiagnostics Laboratory
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:	Full-Time (part-time considered)
Hours per week:	38 (+ ADO)
Reports to:	Manager Neurodiagnostics Laboratory
Date:	November 2026

Austin Health acknowledges 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.

Position purpose

To work as an effective member of the administrative team to provide professional, efficient, and patient focused administrative duties to support the functions of the Neurodiagnostics Laboratory. The Neurodiagnostics Secretary will attend to inpatients and outpatients arriving at the Neurodiagnostics Laboratory and perform administrative duties for patient bookings and reports distribution.

About the Neurodiagnostics Laboratory

The Neurodiagnostics Laboratory at Austin Health is part of the Medical and Cancer Services Division. It is located within the Neurosciences and Vascular clinical unit. The laboratory performs a wide range of clinical diagnostic investigations that support the neurological streams of Epilepsy, Stroke, Neuro-Immunology and Movement Disorders. The unit has a broad referral basis for clinical investigations in both adult and paediatric populations.

The multidisciplinary teams involved in each of the diagnostic streams are internationally renowned and pride themselves on best practice in addition to being global leaders in research. The unit is committed to the provision of high-quality patient care and ongoing training and research opportunities for staff.

Position responsibilities

- Facilitate the day-to-day administrative operations of the unit
- Provide clinic support, as per unit requirements, including contacting patients, appointment management/cancellation.
- Efficiently manage queries from staff, patients, relatives, and visitors.
- Update patient information in Trakcare and make bookings for new and existing patients
- Register patients on arrival through TrakCare.
- Answer calls for the Neurodiagnostics reception and sends messages through Kudosity (Burst)
- Distribute diagnostics reports internally and externally.
- Manage appointment scheduling over many diagnostic areas.
- Complete Medicare billing for diagnostic tests.
- Prepare private patient billing as required.
- Respond to correspondence and requests for information while ensuring confidentiality and security of data is maintained.
- Provide ongoing, up to date information regarding appointment data and data related to appointments and billing.
- Liaise with system users and the IT department as required.
- Attend and actively participate in the Division – administrative staff meetings, including taking minutes when required.
- Provide administrative support to the Manager of the Neurodiagnostic Laboratory.
- To provide leave cover for Director of Neurology's PA duties, as required or directed.

Selection criteria

Essential Knowledge and skills:

- A commitment to Austin Health values
- Experience in a similar role (12 months or greater)
- Proficiency and demonstrated experience using Office 365
- Demonstrate excellent written communication skills
- Excellent verbal communication and interpersonal skills with demonstrated competence in engaging with a diverse range of people
- Demonstrate ability to work independently and in a dynamic team environment
- A strong work ethic and ability to work in a multi-task environment
- Excellent time management and organisational skills in particular, attention to detail
- Enthusiasm, willingness to learn and contribute to a multidisciplinary team

Desirable but not essential:

- A sound understanding of information technology including clinical systems, applications as required for the role and department
- Understanding of the key concepts relating to Neurology and Neurodiagnostics
- Experience using Touchpoint phone system and Trakcare

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.*
- 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.