

Position Description

Unit Secretary – Cardiac Surgery

Classification:	Admin Grade 2
Business unit/department:	Brian F. Buxton Cardiac and Thoracic Aortic Surgery Unit
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (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:	20 (Tues, Wed Thurs)
Reports to:	Divisional Manager – Cardiac Services and Specialty Surgery Director, Brian F. Buxton Cardiac and Thoracic Aortic Surgery Unit
Direct reports:	Nil
Financial management:	Budget: NA
Date:	February 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung 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

This position is designed to provide support to the Brian F. Buxton Cardiac and Thoracic Aortic Surgery Unit.

The Unit Secretary ensures 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 of key unit administrative functions including personal assistant (PA) support to unit staff, document management and administrative management of outpatient clinic waiting list and bookings for the unit.

In addition, the position contributes to the general administrative functions of the unit, including shared reception and communication duties, providing high-level customer service to internal and

external stakeholders.

About the Directorate/Division/Department

The Brian F. Buxton Cardiac and Thoracic Aortic Surgery Unit, as part of the Division of Surgery, Anaesthesia and Procedural Medicine (SAPM), is responsible for the provision of services within the specialty to patients across Austin Health.

The Director of the Department is A/Prof Siven Seevanayagam.

Located at the Austin Hospital Harold Stokes Building, the Unit is committed to the provision of high-quality patient care and consists of 6 Cardiac Surgeons/Consultants, 5 Junior Medical Staff, 2 Liaison Nurses, a Data Manager and 2 Secretaries.

Position Responsibilities

Administrative Support:

- Act as a point of contact, liaising between stakeholders and Directors/Managers with an understanding of the priority and purpose of the communication.
- Provide additional support to the Director, Consultants, Junior Medical Staff, Office Secretary and Liaison Nurses as requested

Customer Service and Continuous Improvement:

- Reception duties including greeting and arriving patients, and answering phone calls
- Exhibit exceptional communication skills when dealing with telephone and other face to face enquiries from patients, medical staff, peers, management, suppliers and other areas within the hospital.
- Maintain the Cardiac Surgery outpatients waitlist to ensure patients are seen in a timely manner
- Coordinate patient appointment bookings for weekly outpatients' clinics
- Organisation of bookings for pre and post operative tests

Finance:

- Order and maintain department stationary supplies and other stock (Linen, Kitchen supplies, confidential bins)
- Prepare, process and carry out related responsibilities pertaining to orders and invoices in an accurate and timely manner.

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 within the unit to ensure high stand of business can continue
- Communicate information and expectations in a way that builds effective and collaborative working relationships.

Other duties:



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- Type dictated correspondence including letters and operation reports with particular attention to ensure accuracy
- Maintain confidential electronic filing systems and assist other departmental staff to ensure record keeping is always kept up to date, in accordance with relevant policies and legislation.
- Scanning, and loading of Medical Records to Sharepoint and SMR
- Other duties as requested by Divisional Manger – Cardiac Services and Specialty Surgery or Director Brian F. Buxton Cardiac and Thoracic Aortic Surgery Unit.

Selection criteria

Essential Knowledge and skills:

- Excellent word processing skills, including experience with Microsoft Office 365, Word and Excel
- Knowledge of Medical Terminology
- Strong interpersonal skills and the ability to always communicate with other staff with professionalism
- Commitment to customer service
- Professional telephone manner
- Attention to detail
- Accurate Audio Typing
- Demonstrated ability to work under pressure and without supervision
- Demonstrated ability to prioritise and organise tasks to meet critical deadlines
- Confidentially and discretion to be shown at all times

Desirable but not essential:

- Familiarity with Austin Hospital information systems including Sharepoint, Cerner, Trakcare, Xero, PACS, Cardiobase and SMR
- Knowledge of Cardiothoracic medical terminology

Professional qualifications and registration requirements

- No formal Qualifications or Registration requirements required
- A minimum of 2 years' experience in a Medical Administrative/Secretarial position

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.



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- 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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