

Position Description

Audit Support Officer, Specialist Clinics

Classification:	Administrative Officer Grade 1
Business unit/department:	Access, Critical Care, Imaging & Ambulatory Services Division (ACIA) Specialist Clinics Department
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:	Fixed-Term Full-Time
Hours per week:	As per contract, ending 30/06/2027
Reports to:	Specialist Clinics, Administration Manager
Direct reports:	N/A
Financial management:	N/A
Date:	August 2026

Position purpose

The Audit Support Officer provides operational support for waitlist management and improvement activities across Specialist Clinics. The primary focus of this role is to conduct outbound waitlist audit calls, verify patient and referrer details, and maintain accurate records to support ongoing waitlist clean-up and risk reduction.

This role relieves pressure on clinical and administrative teams by handling manual audit work efficiently and contributing to process improvements. It requires excellent customer service, communication, and organisational skills, and is an ideal entry point for someone with experience in health administration who wants to develop skills in quality improvement and service redesign.

About the Directorate/Division/Department

Specialist Clinics are part of the Access, Critical Care, Imaging and Ambulatory Services (ACIA)

Specialist Clinics at Austin provides planned non-admitted services that require the focus of acute hospital services/ specialists to ensure the best outcome for a patient. These services are an important interface in the health system between tertiary hospital services and primary care

services.

Currently Specialist Clinics provide over 317,000 attendances per annum, making it one of the largest services in the state and largest services providers in Austin.

We provide access to:

- Medical, Nursing and Allied Health professionals for assessment, diagnosis and treatment
- Ongoing specialist management of chronic and complex conditions in collaboration with community providers pre-and post-hospital care, related diagnostic services such as pathology and imaging, teaching, training and research opportunities

Patients are referred to Specialist Clinics by general practitioners (GPs), specialists, other community-based healthcare providers, as well as clinicians from within areas of Austin Health.

Austin Health Specialist Clinics spans two campuses, across five areas:

Austin Campus:

Level 3 Lance Townsend Building

Level 3 Olivia Newton-John Cancer Wellness & Research Centre (ONJC)

Repat Campus:

Ground Floor Tobruk Building

Level 2 Centaur Building

Level 4 Centaur Building

Specialist Clinics is on a journey of innovation, most recently implementing digital reform and continuous improvement projects aimed at improving efficiency across all areas of the business to enhance patient communications and experience.

Position responsibilities

Role Summary:

The Audit Support Officer performs core tasks such as contacting patients and GPs to confirm waitlist information, documenting outcomes, and supporting continuous improvement of the audit process. The role will also assist with basic administrative tasks and contribute to workflow refinements, helping embed better practices in Specialist Clinics.

Role Specific:

- **Waitlist audit calls:** conduct outbound phone calls to patients, carers and/or GPs to confirm waitlist details, update contact information, and assess readiness for care. Accurately document call outcomes and escalate clinical concerns as appropriate.
- **Customer service:** provide clear, professional and empathetic communication to patients and referrers. Navigate sensitive conversations and problem-solve common patient or process issues.
- **Data entry and system use:** accurately enter and update information in TrakCare, SMR and CRM platforms. Apply local knowledge of Specialist Clinics processes to ensure consistency and data integrity.
- **Administrative support:** assist with basic admin tasks such as document collation, audit form completion, updating waitlist records, and file management in line with local workflows.
- **Workflow testing support:** participate in early-stage testing of new administrative processes



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or tools, providing feedback on usability and helping refine workflows before broader rollout.

- **Team collaboration:** work closely with the Project Lead, Project Officer and Specialist Clinics staff to ensure tasks are completed accurately and on time. Adapt to shifting priorities as projects progress.
- **Process familiarity:** apply a sound understanding of Specialist Clinics operations and escalation pathways to support patient-centred service delivery during change initiatives.

Selection criteria

Essential skills and experience:

- Exceptional patient centered approach to service delivery.
- Ability to use initiative and work autonomously and in a team.
- Ability to solve problems in a variety of complex situations.
- Excellent computer skills and a willingness to learn new applications.
- Expertise in the use of Excel and in particular databases, charts or graphs and pivot tables.
- Advanced interpersonal and time management skills.
- Experience working with health data and an understanding of Victorian Healthcare data.
- Demonstrated ability to work in a team environment under minimal supervision.
- Demonstrated ability to implement, lead and support change.
- Commitment to quality, best practice, and environmental safety.
- Excellent written and verbal communication.
- A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.

Desirable but not essential:

- Prior experience in using Cerner, CRM, and SMR systems.
- Understanding and operation of Specialist Clinics module in 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.



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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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