

Position Description

Specialist Clinics Audit Support Officer

Classification:	HS Grade 1
Business unit/department:	Specialist Clinics - ACIA
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:	Fixed-Term Full-Time
Hours per week:	38
Reports to:	Ambulatory Services Improvement Project Lead
Direct reports:	N/A
Financial management:	Nil
Date:	July 2025

Austin Health acknowledges the Traditional Custodians of the land on which Austin Health operates, 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

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 ACIA Division

Access, Critical Care, Imaging and Ambulatory Services (ACIA) incorporates the following specialties across Austin Health sites with the objective of providing efficient and coordinated patient focused service:

- Emergency Department and Emergency Short Stay Intensive Care Unit
- Care Coordination Hospital-wide Access
- Bed Resource Management
- Non-Emergency Patient Transport
- Hospital-In-The-Home inclusive of Virtual Care
- Specialist Clinics
- Ambulatory Care Centre/Transit Lounge
- Radiology Molecular Imaging and Therapy (MIT)

Specialist Clinics deliver non-admitted, appointment-based care across more than 55 medical and surgical specialties. Services are delivered across approximately 600 registered clinics spaces spanning the Heidelberg Repatriation and Austin Hospital campuses.

Specialist Clinics play a critical role in the continuum of care—supporting patients before and after hospital admission, managing chronic and complex conditions, facilitating surgical planning, and reducing demand on emergency and inpatient services. The department is central to achieving hospital-wide objectives around timely access, efficient care, and improved patient outcomes.

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.

Key Responsibilities:

- **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 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



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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:

- **A commitment to Austin Health Values:** Our actions show we care; We bring our best; Together we achieve; We shape the future
- **Customer service and communication skills:** strong verbal communication and interpersonal skills, with the ability to engage empathetically and professionally with patients, carers, and health professionals.
- **Clinic systems knowledge:** familiarity with Specialist Clinics operations and relevant systems, such as TrakCare, SMR and CRM tools.
- **Attention to detail:** proven ability to accurately enter, update and manage information across multiple systems with a focus on quality and data integrity.
- **Problem-solving:** ability to resolve basic issues or escalate appropriately, using judgement and local process knowledge.
- **Teamwork and reliability:** ability to work effectively as part of a team, follow direction, and consistently complete tasks to deadline.
- **Adaptability and learning:** willingness and ability to learn new systems or processes quickly and adapt to evolving project needs.
- **Administrative support skills:** basic proficiency in Microsoft Office (Word, Outlook, Excel) and comfort managing documents, emails, and task tracking

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.



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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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