

Position Description

Clerical Unit Lead, Specialist Clinics

Classification:	Grade 2 - HS2
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 2021-2025
Employment type:	Fixed Term Full-Time or Part-Time
Hours per week:	As per contract until 31/12/2026
Reports to:	Specialist Clinics, Administration Manager
Direct reports:	N/A
Financial management:	N/A
Date:	October 2025

Position purpose

The Specialist Clinics Clerical Unit Lead role is to provide professional, efficient and patient-centered care to administration functions within Austin Health Specialist Clinics Division to enhance patient access and service delivery.

The Specialist Clinics Clerical Unit Lead works as part of a supportive team, meeting the accountability requirements for the Department of Health (DoH), policies and procedures in the department, and reporting Medicare legislation. The role is central in participating in Divisional initiatives to enhance patient care and meet Divisional and organisational key performance indicators.

About the Directorate/Division/Department

Specialist Clinics are part of the Access and Demand Directorate.

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 Specific:

- Clinics operate between 8:00 and 18:00 from Monday to Friday. This position requires flexibility with rostering between these hours and can incur some overtime.
- Participate in late roster duties.
- Ensure daily and weekly responsibilities are met within the allocated unit portfolio by referring to the instruction manual for tasks.
- Manage Triage and Urgent Waitlists and escalate to unit contact if the associated Key Performance Indicator is not being met.
- Ensure all urgent patients are booked within 30 days as per the DoH Access Policy
- Manage the set appointment model for all appointment types within your allocated portfolio.
- Complete offer letter process as required across specific units.
- Monitor review recall dates and escalate to the unit when not meeting these.



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- Ensure all available appointment slots are filled prior to clinic to ensure 100% clinic utilisation.
- Ensure Specialist Clinics policies e.g., Fail to Attend are followed and identify constraints if not.
- Identify areas of improvement regarding clinic flow.
- Ensure clinics are reduced/closed according to clinic leave management notification process.
- Improve the communication process between Medical Staff and Clinic Receptionists regarding clinic reductions & Medical Staff's inability to attend clinic.
- Assist in implementation of new workflow practices within the current administrative role.
- Complete overbooking requests and identify clinic templates which need to be reviewed.
- Manage email inbox and ensure all emails are actioned in a timely manner, and all urgent requests are actioned on the day they are received.
- Ensure third contact removals are completed
- Action any requests from the units in all forms of communication, RBC, Microsoft Teams, Outlook.
- Ensure you are logged into your role on RBC each day.
- Ensure patient initiated removals from the waitlist are completed when required.
- Perform all duties and meet KPIs in relation to the DoH Access Policy that relates to the administration team.
- Undertake duties as outlined in Specialist Clinics Administrator Position Description when required (below)

Clinic Reception:

- Delivery of accurate and timely allocation of appointments/waitlist entries as per clinician's discretion.
- Accurate data entry into TRAKCARE.
- Ensure administration tasks/duties are completed in accordance with local policies and procedures. Such as arriving patients, ensuring patient records are up to date and completing the required checklist.
- Perform Medicare billing for Private Clinics
- Work within a team environment, liaising with all members of the Specialist Clinics health care team.
- Prepare and coordinate patient files, e.g.: radiology requests, results, pathology requests as required.
- Participate in the department's quality activities and initiatives.
- Work within a rostered framework and cross-campus to meet department needs.
- Assist patients from diverse backgrounds to ensure exceptional customer service is provided.
- Participation in all relevant department meetings.
- Participate in the training requirements of the department.
- Participate in late roster duties.
- Perform all duties related to the instruction manuals provided at each clinic location.
- Any other duties relating to the administrative aspect of the department as requested by the Specialist Clinics Supervisors or Administration Manager.

Referral Intake:

- Ensure accurate entry of all new referrals within 72 hours of receipt, 24hrs for urgent referrals.
- Ensure accurate entry of patient demographics and compliance with Health Information Services policies and procedures.
- Ensure referrals received are complete and ready for the triage process.
- Decline referrals deemed 'incomplete' according to the Department of Health Access Policy.
- Ensure accurate wait list entry, and ensure duplicate waitlists are not created.
- Ensure patient files are not duplicated when registering a new referral.



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Call Centre:

- Call Centre operates between 8:00 and 18:00 Monday to Friday.
- Maintain a high level of customer service when dealing with patient enquiries and appointment requests.
- Effectively and efficiently deal with all patient-related telephone calls within Divisional KPI's.
- Reschedule and Cancel appointments on behalf the patients efficiently.
- Work within a team environment through liaison with all members of the Specialist Clinics health care team.
- Complete overbooking and removal requests through the CRM
- Complete diagnostic, pathology and pharmacy requests through the RBC platform.
- Transferring patients to the relevant department when required.
- Consistently demonstrate professionalism and use de-escalation techniques when engaging with consumers.

Billing

- Communicate effectively with a range of business areas to ensure a high level of data integrity.
- Process patient billing information and raise bills for Specialist Clinics appointments.
- Manage debtors including error reporting and rectification in line with Divisional targets.
- Accurately complete reporting according to AH Policies and Procedures to ensure accurate and timely reporting cycles.
- Support Specialist Clinics and the relevant business areas in all aspects of patient accounts processing.
- Accurately and effectively document all aspects of Patient Account enquiries as outlined in AH Policies and Procedures.
- Update/Correct referral details within TrakCare as required.
- Check Medicare information is current and complete to allow timely billing.
- Complete exception and Medicare rejections in an efficient manner. Meeting local KPIs
- Use PBRC, PRODA, Queue Manager and TrakCare proactively when completing billing tasks.

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.



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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.
- 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



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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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