

Position Description

Surgery and Endoscopy Access Administration Assistant

Classification:	HS1
Business unit/department:	Surgery, Anaesthesia & Procedural Medicine (SAPM)
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 till June 2026
Hours per week:	38
Reports to:	Administration Manager
Direct reports:	0
Financial management:	n/a
Date:	28/11/2025

Position purpose

This position is designed to support both the Surgical/Endoscopy Liaison Nurse's and the patient during their pre-admission journey. The focus of this team is to provide efficient, streamlined, patient centered care to patients, in accordance with the DHHS Planned Surgery Access Policy. This role will require close working relationships with a wide range of staff across the hospital.

About the Division of SAPM

The Surgery, Anaesthesia and Procedural Medicine Division (SAPM) employs over 1,500 staff and is responsible for the provision of approximately 50,000 planned and emergency procedures per year delivered to the community serviced by Austin Health. This includes planned surgery, emergency surgeries and procedure base care across 11 operating theatres and 4 endoscopy suites at the Austin site (AOS) and 8 operating theatres and 2 endoscopy suites at The Surgery Centre (TSC).

The Surgery & Endoscopy Access Team forms part of SAPM and is composed of administrative staff and Surgical/Endoscopy Liaison Nurses. The position is primarily located on level 8 of the Harold Stokes Building, Austin Campus, but may be required to work across all sites.

Position responsibilities

Role Specific:

- **Phone Management:**
 - as a matter of priority, act as a point of contact for unit and message service for the Booking Office Nurses
 - triage incoming calls to determine urgency and escalate call as required to ensure successful outcome for patient or customer
 - educate patients on general processes relating to their planned surgery preparation list
 - maintain exceptional customer service at all times to both internal and external stakeholders
- **Preparation List Management:**
 - work in cooperation with Booking Office Nurses to maintain an accurate and up-to-date preparation list, manage the patient status and ensure treatment is received in the recommended timeframe
 - provide necessary correspondence to the patient and referring clinician
 - ensure we have up-to-date patient details and process Health Questionnaires as required
 - utilise audit processes to ensure our records remain current
- **Appointment management:**
 - assist scheduling patient appointments, both accurately and timely
 - provide necessary correspondence to patient and utilise a broad means of communication to ensure patients are notified effectively
 - confirm upcoming appointments with patients and other relevant parties
 - prepare files as required prior to appointments
 - facilitate the booking of patient interpreter services, transport or accommodation etc. when required
 - attend Clinic as required and perform associated duties, such as Reception and Patient Check-in etc
 - manage billings associated with Clinic appointments
- **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, both with in the administrative team and wider unit, to ensure high standard of business can continue
 - communicates information and expectations in a way that builds effective and collaborative working relationships
 - creates a climate where self-development and improvement is valued
 - shares knowledge and information with the team
 - communicates clearly and concisely
 - effectively deals with challenging behaviours and seeks to resolve conflicts
 - maintains a professional demeanor and serves as a role model for all staff
- **Continuous Improvement:**
 - establish system enhancements where identified improvement opportunities exist
 - participate in IT system testing to ensure change processes are implemented effectively
 - actively participate in ongoing identification, assessment and prevention of risks
 - partake in any project activities within the Division where required



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

- **General:**

- undertakes not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer
- ability to prioritise workload and manage competing demands
- use initiative to support the best outcome for patients and the team
- maintain files in accordance with relevant policies and legislation
- assist with inventory management to ensure relevant stock is available and easy to locate
- assist with processing incoming mail, printing, faxing and other office duties
- liaise with appropriate administrative staff and secretaries regarding consultant recruitment and leave management
- invites and assimilates feedback from others by active participation in own performance review process
- focus on the pre-admission requirements of any or all units within SAPM, depending on the needs and workload of the Division
- willing to work within general SAPM business hours, Mon-Fri 8am-5pm and take a flexible approach to the roster
- other administrative duties as requested by the Leadership Team

Selection criteria

Essential knowledge and skills:

- A commitment to Austin Health values: Our Actions Show We Care, We Bring Our Best, Together We Achieve, We Shape the Future
- Demonstrated commitment to excellence in customer service
- Proven effective communication skills both verbal and written
- Well-developed time management skills and ability to prioritise tasks
- Demonstrated ability to work in a complex and changing environment
- Ability to problem solve and be self-motivated
- Developed computer skills and sound administrative skills
- Accurate data management
- Ability to work autonomously and as a member of a dynamic team
- Commitment to quality, best practice and environmental safety
- Ability to assist and support the implementation of quality change initiatives

Desirable but not essential:

- Expertise in Microsoft Office Suite (Word, Excel, Outlook)
- A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department
- Knowledge of medical terminology



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

Quality, safety and risk

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 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.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future