

Position Description

Switchboard Operator/Receptionist

Classification:	Administrative Worker Grade 1
Business unit/department:	Switchboard Services
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
	Choose an item.
	Choose an item.
Employment type:	Part-Time
Hours per week:	30
Reports to:	Switchboard and Car Park Services Manager
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	December 2025

Position purpose

Switchboard Services Team:

- Provide courteous, responsive, and timely service
- Display a high level of customer service
- Enhance the reputation of Austin Health
- Provide rapid emergency response

About the Directorate/Division/Department

Switchboard Services form part of the Information & Services Directorate and are often the health service's first point of contact with the public. Our team is responsible for managing both the switchboard and the reception desk located at the main entrance of Austin Hospital, as well as supporting patients to access and navigate Austin Health's Patient Portal.

Position responsibilities

Switchboard Services:

- Answer, screen and appropriately prioritise all telephone calls and enquiries, including responding to patient enquiries via phone and email regarding access, navigation, and use of Patient Portal and providing clear, empathetic, and accurate information to support their digital experience
- Initiate individual and group paging and update the database as required
- Action emergency procedures, initiate prompt emergency paging and public address announcements as required
- Ensure enquiry details and relevant contact information are updated accurately in associated systems and logs
- Escalate technical or complex Patient Portal issues to the IT Service Desk or relevant support teams when appropriate
- Actively contribute to the maintenance of the Switchboard contact database by updating as required, including maintaining accurate records related to Portal enquiries
- Read, review & action emails sent to Switch notifications to ensure accuracy of all out-of-hour rosters, and read review, and action emails related to Portal notifications to ensure timely and accurate responses
- Be available to work shifts as per roster requirements relative to a 24/7 service
- Work on switchboard and reception desk as per roster requirements, including providing support to consumers and staff to use the Patient Portal
- Communicate effectively and promote a supportive team approach within the Department to ensure good working relationships, while also communicating effectively with patients from diverse backgrounds using a person-centred approach
- Assist with training and provide ongoing assistance for all new staff
- Always ensure patient confidentiality in accordance with the Privacy Act
- Ensure timely communication of information.
- As directed type/and or print after hours on call rosters.
- Be able to work autonomously and as part of the team
- Other duties as directed by the Switchboard Services Manager

Maintain consistent performance standards by teaching and learning:

- Keep up to date with changes in administration policies and procedures
- Utilise staff development opportunities
- Identify the specific roles and responsibilities of the position.

Foster a high standard of service delivery based on collaborative practice:

- Provide clear and concise communication with staff, patients and the public in the process of performing duties



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Selection criteria

Essential skills and experience:

- Excellent communication skills including telephone and switchboard experience
- Patient-centered approach to service delivery
- Demonstrated experience and commitment to meet customer's needs
- Ability to use initiative and work autonomously as well as in a team
- Ability to manage emergencies without losing focus
- Ability to work within a team environment, positively contributing to achievement of objectives
- Excellent computer skills and a willingness to learn new applications
- Demonstrated ability to work within a busy and demanding environment
- Strong customer service focus
- Always ensure patient confidentiality in accordance with the Privacy Act
- Flexible and responsible attitude to meet department's needs
- Professional presentation
- Ability to work in an environment of change
- Motivation and commitment to ongoing development
- A commitment to Austin Health values

Desirable but not essential:

- Extensive switchboard experience preferably in a public hospital

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).



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- 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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