

# Position Description

## Team Leader

<b>Classification:</b>	Administration Officer HS2
<b>Business unit/department:</b>	Access, Critical Care, Imaging & Ambulatory Services
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
	Choose an item.
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<b>Employment type:</b>	Full-Time
<b>Hours per week:</b>	40 hours (38 + ADO)
<b>Reports to:</b>	Administration Manager, Specialist Clinics
<b>Direct reports:</b>	5-10 FTE
<b>Financial management:</b>	Budget: Not Applicable
<b>Date:</b>	May 2026

### Position purpose

The Team Leader in Specialist Clinics provides day-to-day operational support across designated administrative portfolios within Specialist Clinics. Working under the direction of the Administration Supervisor and Administration Manager, the role supports administrative staff, coordinates workflow activities, assists with training and quality processes, and contributes to service improvement initiatives.

The Team Leader is responsible for supporting performance and operational processes across the following portfolio areas:

- Referral Intake & Billing
- Telehealth and Communications
- Training and Audit

The role works collaboratively with staff and stakeholders to support efficient administrative processes, maintain service standards, and contribute to a positive patient and staff experience.

This position may rotate between campuses or as required to cover leave.

## About the Directorate/Division/Department

Specialist Clinics is part of the Access, Critical Care, Imaging & Ambulatory Services

Specialist Clinics at Austin provides planned non-admitted services that require the focus of an 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 at Austin Health

We provide access to:

Medical, Nursing and Allied Health professionals for assessment, diagnosis, and treatment in an outpatient setting

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 different geographical areas:

Austin Hospital

Level 3 Lance Townsend Building

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

HRH

Ground Floor Tobruk Building

Level 2 Centaur Building

Level 4 Centaur Building

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

## Position responsibilities

### Role Specific:

#### Operational Support

- Support daily administrative workflow activities across allocated portfolio areas.
- Assist with monitoring team workloads and escalating operational concerns to the Administration Supervisor or Administration Manager as required.
- Support administrative staff to complete daily tasks accurately and within required timeframes.



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- Assist with maintaining efficient clinic administration processes in line with Specialist Clinics procedures and the Access Policy.
- Provide day-to-day guidance and support to administrative staff within scope of role.
- Team Leaders may be required to assist directly with operational and administrative tasks within their designated portfolios as needed, to support service delivery and ensure completion of daily workflows, KPI requirements and operational priorities.
- Escalate system, workflow, staffing or operational issues appropriately.
- Assist with implementation of process improvements and administrative changes as directed.
- Participate in system testing and administrative improvement activities as required.
- Work collaboratively across Specialist Clinics portfolios and sites as required.

### Referral Intake & Billing

- Support accurate and timely referral registration processes in accordance with Access Policy requirements.
- Assist staff with prioritisation and escalation of urgent referrals and referral issues.
- Monitor referral intake workflows and escalate delays or concerns to leadership.
- Support accurate patient registration, billing and appointment outcome processes.
- Assist with monitoring billing and outcome reporting and follow-up actions.
- Support staff with pre-appointment administrative checks and associated processes.
- Contribute to maintaining data accuracy and escalating data integrity concerns.

### Telehealth & Communications

- Support administrative processes relating to telehealth bookings, reception workflows and system functionality.
- Assist staff with telehealth and communication system processes and troubleshooting within scope.
- Support call centre staff with escalated enquiries and workflow coordination.
- Monitor communication workflows and escalate service issues impacting patient access or customer service.
- Assist with maintaining customer service standards across phone and telehealth interactions.
- Support the use of standardised telehealth processes, resources and procedures.
- Liaise with internal stakeholders regarding telehealth workflow issues and process improvements.

### Training & Audit

- Assist with coordination of orientation, induction and ongoing administrative training activities.
- Support maintenance of training records, competency documentation and training resources.
- Assist with identifying administrative training needs and escalating gaps to leadership.
- Provide peer support and coaching to staff in administrative systems and processes.
- Support maintenance of current procedures, guides and training documentation on relevant platforms.
- Assist with administrative audit activities, waitlist audits and quality improvement processes.
- Contribute to monitoring compliance with administrative procedures and data quality requirements.
- Support collection of feedback and identification of improvement opportunities within the department.



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## People & Team Support

- Provide day-to-day support and guidance to Specialist Clinics administrative staff.
- Assist with onboarding and orientation of new staff members.
- Promote a positive and collaborative team environment.
- Participate in team meetings, training and professional development activities.
- Support compliance with Austin Health policies, procedures and expected behaviours.
- Escalate performance, conduct or wellbeing concerns to the Administration Supervisor or Administration Manager.

## Stakeholder Engagement

- Maintain effective working relationships with clinical teams, administrative staff and internal stakeholders.
- Provide a high level of customer service to patients, families and staff.
- Assist with responding to administrative enquiries and resolving routine issues within scope.
- Support communication between administrative teams and leadership regarding workflow and service delivery matters.

### All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub): <http://eppic/>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

## Selection criteria

### Essential skills and experience:

- Demonstrated experience in healthcare administration or specialist clinics administration.
- Well-developed organisational and time management skills.
- Ability to support and guide staff within a team environment.
- Demonstrated communication and interpersonal skills.
- Experience using hospital administration systems and Microsoft Office applications.
- Ability to prioritise workload and work effectively in a fast-paced environment.
- Demonstrated understanding of confidentiality, privacy and professional standards.
- Commitment to quality improvement and customer service.

### Desirable but not essential:

- Experience in referral management, call centre, telehealth or outpatient administration processes.
- Experience supporting staff training or onboarding activities.
- Understanding of Specialist Clinics Access Policy requirements and waitlist management processes.



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## 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 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



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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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