

Position Description

Administrative Assistant

Classification:	Administrative Assistant HS2
Business unit/department:	Language Services 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 Part-Time
Hours per week:	0.6 EFT (24 hours per week)
Reports to:	Manager of Language Services
Direct reports:	Nil
Date:	November 2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, 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 HS1 Administration Officer ensures the smooth daily operation of Language Services by managing interpreter bookings, supporting communication between staff and patients, and maintaining accurate service records. This role is essential for timely interpreter access, improved patient experience, and reduced administrative burden on interpreters. Without this support, delays increase and the quality of care for patients requiring language assistance is affected.

About the Directorate/Division/Department

The Language Services Department forms part of the Division of Allied Health. The Division of Allied Health comprises the following:

- **Allied Health** – Physiotherapy, Social Work, Speech Pathology, Occupational Therapy, Nutrition and Dietetics, Orthotics & Prosthetics, Clinical and Neuropsychology (Royal Talbot site) and Creative and Leisure Services
- **Disability Liaison Program**
- **Language Services**

- **Spiritual Care**
- **Tracheostomy Review and Management Service**

Language Services receives more than 35,000 interpreter requests per year in a broad range of languages (more than 97 different languages in 22/23). Interpreting services are delivered via 3 main methods: face to face, telephone and video interpreting.

Catering for such large numbers is achieved predominantly by employing in house, permanent and casual, NAATI certified interpreters. In addition, interpreters are engaged from external interpreting agencies. Language Services is also responsible for the provision of translations for the entire health service.

The Language Services Department has offices at both the Austin and Heidelberg Repatriation Hospital sites.

The Languages Services staffing profile includes:

1.0 EFT Manager

2.0 EFT Admin officers

10.98 EFT In house interpreters (14 staff), casual interpreters (12 staff)

Position responsibilities

The Administrative Assistant's role is to:

- Respond to telephone and email interpreter requests.
- Ensure all interpreter requests are entered into the Interpreter Management System.
- Update the Interpreter Availability Sheet daily.
- Sort, file and distribute correspondence/emails received in the Department.
- Use departmental procedures and protocols to allocate appointments to in-house and casual or external agency interpreters in a timely and cost-effective manner and in line with set conditions to achieve optimal efficiency in the use of each Interpreter's time.
- Update the Interpreter Management System with the allocation/outcome/status of each booking until the booking is completed.
- Monitor that the Interpreter Management System is performing adequately to satisfy day to day requirements and report any issues to the Manager.
- Liaise effectively with all Interpreters to deliver the best quality service, ensuring that policies and procedures are adhered to.
- Assist Translations Coordinator with translation requests and other related tasks, as required.
- Participate in the quality improvement of systems and processes being run in the department and use initiative to identify areas for potential activities.
- Respond to enquiries relating to the operation of the department and escalate issues to the Manager as appropriate.
- Resolve minor complaints and liaise with other Admin Assistant or Manager of Language Services for higher level complaints and staffing issues.
- Act as secretary to internal meetings, coordinate staff calendars for meeting dates and support training activities of the Language Services Department.
- Keep staff contact details, systems processes, Language Services Department information and request forms current and updated.
- Act as the Fire Warden for the Department.
- Act as the central coordinator for ordering office supplies for both offices.



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- Cross reference invoice particulars against the IMS' records for accuracy, follow up and resolve discrepancies and submit for subsequent approval by the manager on a monthly basis or as otherwise directed by the manager.
- Process invoices received for approval by the Manager and forward to the Finance Department
- Collate monthly recoveries spreadsheets including calculating costs to facilitate monthly accruals for departments/programs/units such as Cancer Clinical Trials etc.
- Other duties as directed.

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues, and members of the public. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centered care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

Selection criteria

Essential skills and experience:

- Strong interpersonal communication skills and a friendly and empathetic telephone manner.
- Sound administrative working experience demonstrating good time management, organisational and problem-solving skills
- Excellent ability to work within a high-paced environment.
- Ability to work independently and as part of a team showing initiative to be involved in the strategic direction of the Department.
- Flexible attitude and approach to work, ability to prioritise tasks and identify and execute time efficiencies.
- Ability to liaise effectively between the Language Services team, other healthcare staff, language service agencies and patients.
- Well-developed computer literacy skills in Word and Excel, an advantage.

Desirable but not essential:

- Sound knowledge and practical experience in the use of the Primaxis Interpreter Management System (IMS)
- Experience in working with patient information systems, large organisations' systems and processes.
- Experience in customer service and quality assurance.

Quality, safety and risk – all roles

All Austin Health employees are required to:



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- 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 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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