

# Position Description

## Administration Clerk

|                                  |                                                                                                                                                                                                                              |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Classification:</b>           | HS1                                                                                                                                                                                                                          |
| <b>Business unit/department:</b> | Cancer Services Administration                                                                                                                                                                                               |
| <b>Work location:</b>            | Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/><br>Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify) |
| <b>Agreement:</b>                | Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025                                                                         |
| <b>Employment type:</b>          | Casual                                                                                                                                                                                                                       |
| <b>Hours per week:</b>           | 0                                                                                                                                                                                                                            |
| <b>Reports to:</b>               | Cancer Services Administration Manager                                                                                                                                                                                       |
| <b>Direct reports:</b>           | 0                                                                                                                                                                                                                            |
| <b>Financial management:</b>     | Budget: N/A                                                                                                                                                                                                                  |
| <b>Date:</b>                     | July 2026                                                                                                                                                                                                                    |

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri 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. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

### Position purpose

The primary objective of this role is to provide professional, customer focused and efficient administration functions to the ONJ Cancer Centre to enhance patient care and service delivery.

The casual administration clerk works as part of the ONJ Cancer Centre admin team to provide support during times of leave and to cover the various positions throughout the cancer centre.

## About the Directorate/Division/Department

### Medical and Cancer Services Division

The medical and Cancer Services Division is one of six divisions within the Chief Operations Officer Directorate of Austin Health. The Division's clinical services operate across all three Austin Health campuses and Ballarat Health Services (BHS) within the Ballarat Regional Integrated Cancer Centre (BRICC) and comprise a complex range of national, state-wide organizational wide and specialty clinical services.

### Cancer Services

Austin Health is one of the largest cancer service providers in Victoria. A complete range of services are delivered to patients and their families, including medical oncology, clinical haematology, radiation oncology (Austin Health and BHS), cancer genetics, palliative care, wellness and supportive care programs, an active volunteer program and specialist cancer surgery (managed via a separate Division). These are all provided in an environment that integrates research, teaching and training.

All Austin Health metropolitan-based Cancer Services are delivered within the Olivia Newton-John and Wellness Centre (ONJ Building) at the Austin Hospital. This state-of-the-art facility provides a model of individualised cancer care for patients and their families.

Clinical Services are provided in a range of inpatient and ambulatory settings. Inpatient services include an acute oncology/clinical haematology ward, an oncology/surgical oncology ward and a palliative care ward. Ambulatory services include Radiation Oncology, Day Oncology, Apheresis, and multidisciplinary cancer clinics.

A Cancer Clinical Trials Centre manages trials in inpatient and ambulatory settings. Cancer Services has a strong research focus that is recognised internationally and has a close affiliation with the Olivia Newton-John Cancer Research Institute (ONJCRI).

The Olivia Newton-John Cancer Research Institute (ONJCRI) is co-located, with a focus on world-class basic and translational cancer research. The ONJCRI is the successor to the Ludwig Institute for Cancer Research (LICR), based at the ONJ building at the Austin Hospital in Heidelberg.

The ONJCRI has entered into a research collaboration agreement with La Trobe University resulting in the creation of the School of Cancer Medicine at the ONJCRI site, associated with the La Trobe Institute for Molecular Sciences (LIMS) within the Faculty of Science, Health and Engineering. The strategic co-location of research laboratories and research laboratories and research training within a clinical environment enables clinicians and researchers to work together to integrate clinical medicine with basic and translational cancer research for the ultimate benefit of cancer patients.

Austin Health is also the host agency for the North-Eastern Metropolitan Integrated Cancer Service (NEMICS), a cancer care network which also includes Eastern Health, Northern Health and Mercy Hospital for Women. NEMICS is responsible for coordinating and supporting a number of cancer improvement initiatives at Austin Health and other sites. Austin Health is also a key member and supporter of North and West Metropolitan Region Palliative Care Consortium.



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## Position responsibilities

### Role Specific – Radiation Oncology Administration

- Register patients on arrival into Mosaic and Q Manager
- Make patient appointments in Mosaic for both new and existing patients
- Notify patients of cancelled or deferred appointments
- Generate and send new patient letters and appointment letters
- Assist in the filing of results/reports and in the maintenance of filing/record systems within Radiation Oncology
- Maintain records of referring doctors, patients' files and x-rays
- Create an accurate and timely Medicare assignment form for every eligible patient on a daily basis. Ensure patient signature is affixed
- Maintain up-to-date referral details for all patients
- Ensure data validity of information contained within assignment forms
- Ensure compliance with Medicare rulings
- Assist IT Systems Officer with Radiation Oncology billing

### Role Specific – Day Oncology

- Manage the flow of patients within Day Oncology, Apheresis and four consulting rooms
- Register patients on arrival into Trakcare, Day Oncology Web Scheduler, Q Manager and Cerner Oncology
- Make patient appointments in Web Scheduler for both new and existing patients
- Maintain Day Oncology related records for private patients
- Generate and send new patient letters and appointment letters
- To make timely appointments and distribute discharge information to patients and GP's, where relevant.
- Maintain adequate supplies of stationery and stores supplies Demonstrate respect for equipment and report faulty equipment promptly.

### Role Specific – Inpatient Wards 6 South, 7 South and 8 South

- Collaborate with nursing staff and promote excellent customer service, which delivers prompt and efficient response to customer
- Communicate effectively and promote a supportive team approach within the ward to ensure a good working relationship
- Maintain medical records in accordance with relevant policies and legislation, including admission and discharge of patients, including preparations for SMR
- Generate and send new patient letters and appointment letters
- Prepare patients armbands
- Maintain medical records including file reports and ensure adequate supply of patient labels
- Maintain ward-related records and databases as directed



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- Provide organisational support of patient movement and the delivery of care as directed by the patient care teams
- Screen and appropriately prioritise all telephone calls and enquires for the inpatient unit
- Receive, sort and prioritise all inpatient correspondence
- Make timely outpatients appointments
- Record keeping of private patients for billing purposes

## Selection criteria

### Essential skills and experience:

- A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.
- An ability to manage incoming work with competing priorities, meet deadlines, and advanced attention to detail and accuracy in all activities
- Ability to communicate effectively, both verbal and written.
- Ability to problem solve in a variety of situations.
- Demonstrated ability to develop professional relationships with internal and external key stakeholders.
- Demonstrated commitment to high quality customer service
- Flexible and responsible to meet the ONJ Cancer Centre administrative needs.
- Highly organised, able to prioritise work and multi-task.

### Desirable but not essential:

- Previous experience working in a healthcare, hospital, specialist clinic, or medical administration environment.
- Knowledge of medical terminology.

## 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.



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- 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 creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

### 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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