

# Position Description

**Position title: VRSS Admin Assistant/PA**

<b>Classification:</b>	Admin Officer Grade 2
<b>Business unit/department:</b>	Respiratory and Sleep Medicine
<b>Work location:</b>	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)
<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.
	Choose an item.
<b>Employment type:</b>	Full-Time
<b>Hours per week:</b>	40 (38+ADO)
<b>Reports to:</b>	VRSS Patient Services Manager
<b>Direct reports:</b>	0
<b>Financial management:</b>	n/a
<b>Date:</b>	Jan 2026

## Position purpose

To provide a full range of administrative support to the Director, Deputy Director and Patient Services Manager of the Victorian Respiratory Support Service.  
The position involves working closely with a variety of clinical and professional groups.

All duties are to be undertaken efficiently to the standards of the department, including participating in the Austin Health performance appraisal program.

## About the Department of Respiratory and Sleep Medicine

The position is within the Department of Respiratory and Sleep Medicine at Austin Hospital, Austin Health; a major public teaching hospital and tertiary referral centre associated with The University of Melbourne. The Department includes a busy 22 bed inpatient ward (Ward 5 West) located on level 5 of the Austin Tower and a dedicated ventilation weaning bay and 2 inpatient sleep study beds. Specialist clinics include multidisciplinary lung cancer, allergy, pulmonary hypertension, sleep disorders and ventilatory failure. The Department runs the state-wide Victorian Respiratory Support Service,

providing a state-wide service to persons diagnosed with chronic ventilatory failure who require support with home ventilation. The Victorian Weaning Unit (VWU) state-wide service provides support to other health services by accepting referrals of patients who are slow to wean from ventilation. The allied Department of Thoracic Surgery is the largest of its type in Australia and is a statewide referral service for thoracic oncology.

A comprehensive diagnostic investigation service is offered including a respiratory laboratory and two sleep laboratories. A comprehensive domiciliary oxygen service is also provided, including supervision of services to all veterans in Victoria requiring home oxygen.

The Department of Respiratory and Sleep Medicine has a strong research and teaching ethic and has close links with the Institute of Breathing & Sleep (IBAS) which is also located on the Austin Hospital site.

## Position responsibilities

### Role Specific

- Administrative support to the Director, Deputy Director and Patient Services Manager of the VRSS, as requested
- Electronic diary management, including coordinating appointments, meetings, teleconference and videoconference calls for the VRSS and IBAS/research related matters
- Maintaining an up-to-date CV for the VRSS Director
- Organisation of conference bookings and travel arrangements
- Scheduling Performance, Review and Development appraisals
- Liaise with internal and external medical and allied health staff
- Manage busy email inbox on a roster basis
- Manage VRSS inpatient sleep study beds per week
  - Verbally contact client/case managers to arrange appointment
  - Send necessary correspondence to clients confirming appointment via email or post
  - Coordinate other medical appointments for patients having a sleep study
  - Coordinate day admissions for clients having a machine changeover and sleep study on the one admission.
- Manage VRSS virtual sleep study beds
- Maintain accurate records on Respiratory Medicine database
- Liaise with Physiotherapists and Registrars to obtain a suitable plan for complex studies
- Complete inpatient billing for sleep studies
- Coordinate VRSS Day Admissions
  - Verbally contact client/case managers to arrange an appropriate appointment
  - Circulate email notification of planned admission to the VRSS team
  - Send correspondence to clients to confirm booking via email or post
- Arrange VRSS appointments both on site at Austin and offsite at VRSS satellite clinics
- Prepare and manage the consultant roster for VRSS/Bethlehem/Respiratory Clinics
- Edit, print and send VRSS clinical letters via Ozescribe/iMedx
- Prepare agenda and minute taking for VRSS Management and Business and Finance meetings
- Answer and screen incoming VRSS calls, including reception queue as required



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- Provide coverage during periods of unplanned leave, as required
- Liaise with allied health staff regarding client management
- Other clerical duties
  - Faxing
  - Scanning
  - General reception duties, including greeting patients/visitors to the department
  - Creating patient UR numbers



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- Answer respiratory reception enquiries when short staffed (if available)
- Other duties as requested

## Selection criteria

### Essential Knowledge and skills:

- A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.
- Demonstrated ability to work efficiently as part of a multidisciplinary team contributing positively to team outcomes
- Demonstrated ability to liaise with and gain confidence, respect and co-operation of others within and outside the department
- Ability to meet deadlines and prioritise workload
- Demonstrated ability to work autonomously with limited supervision and as part of a team
- Demonstrated ability to maintain confidentiality
- Demonstrated ability to pay attention to detail and accuracy
- Flexibility and adaptability to change

### Desirable but not essential:

- 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.

## 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



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development requirements.

- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.



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- 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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