

POSITION DESCRIPTION

Position Title:	Allied Health Administration and Data Officer
Business Unit/Department:	Allied Health Specialist Clinic Outpatient
Division:	Allied Health
Award/Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative workers) Single Interest Enterprise Agreement 2021-2025
Classification:	Grade 2 – Level 1 to Level 5 (HS2 to HS21)
Reports To:	ASPIRE Manager, Allied Health
Direct Reports:	Nil
Date Prepared/Updated:	13 November 2025

Position Purpose

The Allied Health (AH) Administration and Data Officer is responsible for providing efficient, effective, and responsive administrative and data assurance support across Allied Health Specialist Clinic Outpatient (SCO) clinics. The AH Administration and Data Officer will work collaboratively with the Allied Health Data Officer, Data Lead, and ASPIRE Unit to support the multidisciplinary workforce.

The AH Administration and Data Officer will be responsible for tasks that include, but are not limited to:

- Providing front-of-house administrative support and patient services for Allied Health Clinic areas
- Processing referrals and encounters
- Scheduling and management of appointments
- Validating and managing waitlists
- Ensuring data assurance via auditing, reporting and error correction (internal and VINAH)
- Maintaining high level of knowledge and use of relevant Digital Health E-Systems
- Developing resources and supporting training initiatives
- Supporting meetings, including coordination, preparation of papers, and minute-taking
- Coordinating communication within teams
- Supporting the ASPIRE team and Allied Health workforce to achieve Western Health's operational and strategic priorities
- Maintaining excellent standards of service in a high-pressure work environment requiring tact, judgment, and discretion

Business Unit Overview

Allied Health at Western Health comprises the following disciplines:

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- Audiology
- Clinical Psychology and Neuropsychology
- Exercise Physiology
- Language Services
- Nutrition and Dietetics
- Occupational Therapy
- Pastoral Services
- Physiotherapy
- Podiatry
- Social Work
- Speech Pathology

Allied Health plays a vital role in supporting patients across the continuum of care to optimise recovery, function, and wellbeing. Care is delivered collaboratively within multidisciplinary teams and supported by administrative and operational staff to ensure timely access, effective communication, and a positive patient experience.

The ASPIRE Unit (Allied Health Strategy, Planning, Innovation, Research and Education) enhances this work by driving strategic initiatives, workforce development, innovation, and research to strengthen clinical practice and improve patient outcomes. The Specialist Clinic Outpatient Allied Health service provides specialised, evidence-based, and person-centred care to patients requiring assessment, and management from Allied Health professionals.

Key Responsibilities

At Western Health our vision for quality care and services is that each of our patients receives 'Best Care' with us, every time.

Patient Experience:

- Promote a positive patient experience in all interactions.
- Address and escalate complaints related to administrative services.

Communication:

- Maintain clear, professional, and collaborative communication with staff and patients.
- Support coordination and information sharing across Allied Health Specialist Clinic Outpatient (SCO) clinics.
- Facilitate patient communication through front-of-house reception, telephone contact, patient portal, and Health Direct.

Performance:

- Provide administrative support for SCO clinics, including referral, appointment, and waitlist management.
- Assist AH SCO clinicians with administrative tasks.
- Prepare data assurance reports and maintain data integrity by supporting staff in error correction, including completing error correction where appropriate.
- Identify training and development needs for administrative and clinical staff.

Professional Development:

- Maintain compliance with policies, procedures, mandatory training, and recommended training modules.
- Participate in annual performance appraisals to identify learning and development needs.
- Engage in ongoing professional development and continuing education.

Organisational Accountability:

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- Uphold Western Health's Code of Conduct, policies, and confidentiality requirements
- Demonstrate accountability, professionalism, and respect for cultural diversity
- Promote a culture of safety via compliance with Western Health's Occupational Health and Safety policies and procedures, wellbeing, and infection control compliance
- Contribute to the efficient and responsible use of resources
- Maintain an acceptable level of attendance and adhere to Western Health policies and procedures pertaining to annual leave, personal leave and other leave as appropriate

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Director and Deputy Directors of Allied Health
- Allied Health Managers
- ASPIRE team members
- Allied Health workforce
- Other member of the service/team, including the multidisciplinary team and digital health team

External:

- Patients and their family/carer
- Allied health peers at other health services
- External contractors and suppliers as required
- Representatives of government departments and agencies

Selection Criteria

Essential

- Previous administrative experience
- Excellent communication and interpersonal skills
- Commitment to patient/customer focused care
- Excellent time management and prioritisation skills
- Proven ability to work independently, in a self-directed manner and within a multidisciplinary team
- Highly developed computer skills, including proficient use of Microsoft Office applications
- High levels of tact and discretion when dealing with multiple contacts and potentially sensitive and confidential matters

Desirable

- Experience in a similar role within a healthcare setting or large, diverse organisation
- Hold a relevant Certificate/Diploma level qualification or working towards same
- Experience with Allied Health data e-system platforms i.e., Cerner EMR, IPM
- Understanding of DHHS Victorian Integrated Non-Admitted Health (VINAH) data set
- Experience with resource development and content creation tools such as Canva, Vimeo, Camtasia

Additional Requirements

All employees are required to:

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- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name:	Click here to enter the Employee's name.		
Employee's Signature:		Date:	Click here to enter a date.

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