

POSITION DESCRIPTION

Position Title:	Administrative Assistant Breastcare
Business Unit/Department:	Surgery, Endoscopy & Anaesthesia
Division:	Surgery, Endoscopy & Anaesthesia
Award/Agreement:	Victorian Public Sector (Health & Allied Services Managers & Administrative Workers) Enterprise Agreement 2021-2025
Classification:	HS2
Reports To:	Business Support & Administration Manager
Direct Reports:	N/A
Date Prepared/Updated:	27 March 2025

Position Purpose
Provide administrative support to the Breast care team within the Surgery, Endoscopy & Anaesthesia Division. You will be responsible for the updating, maintenance and validation of clinical and reporting databases. This position is a key member of the team and should be able to prioritise work in line with regular data entry and maintenance, reporting requirements, quality activities, and projects
Business Unit Overview
<p>Western Health is the pre-eminent provider of health services in the western metropolitan region of Melbourne. Fast becoming known as a vibrant, progressive organisation, Western Health focuses on achieving excellence in teaching and research. Western Health caters for one of the most multicultural regions of Melbourne and offers an extensive range of clinical services.</p> <p>The health service incorporates Sunshine Hospital, Footscray Hospital, Williamstown Hospital, Hazeldean Nursing Home, and DASWest, a drug and alcohol service. With an annual budget of approximately \$400 million, Western Health employs around 6,000 employees and provides services to around 800,000 people.</p> <p>Western Health is committed to providing high quality undergraduate and postgraduate teaching and research. The health service encourages innovations in patient care, staff professional development and research activities. Our clinicians, nurses and allied health professionals are involved in a diverse range of activities that have received recognition at a local, national and international level.</p> <p>The Division of Surgery, Endoscopy & Anaesthesia is charged with providing patient care contacts through the Perioperative, Anaesthetic programs. The services range from Outpatients to Inpatients, Theatres to Day Procedures and Central Sterilising Services, and many more services that support the catchment population of Western Health.</p>
Key Responsibilities
<ul style="list-style-type: none"> • Provide efficient, confidential administrative support to the unit and division. • Provide administrative assistance to department staff;

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- Utilise a range of Microsoft business products, proficient with Excel
- Attend Breast clinic on Monday & Thursday to assist BCN's with admin tasks
- Type letters/memos/test reports etc.
- Liaise with external providers with results requests
- Perform photocopying and letter distribution.
- Maintain department databases.
- Prepare and schedule survivorship care plans
- Minute taking at appropriate department meetings.
- Independently triage calls and appointment requests and escalate when required
- Coordinate the physical and telecommunications traffic throughout the area.
- Liaise and organise patients where required.
- Manage Leave calendars
- Providing vouchers and liaising with the WH Foundation
- Manage stock within the department
- Organisation and booking of rooms for committees, meetings and appointments.
- Maintain updated records of contacts and telephone numbers.
- Collect and distribute departmental mail.
- Perform other administrative duties as required

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:

- Breast care Nurses
- Heads of Unit
- Divisional Director
- Operation Managers
- Clinical Services Director
- Senior and Junior Medical Staff
- Clinical and Administrative Departments

External:

- Patients, Visitors and their significant others
- Other Healthcare providers
- Professional Bodies

Selection Criteria

Essential

- Highly developed computer skills and demonstrated high accuracy in data entry
- Ability to communicate effectively with patients, their significant others, members of the healthcare team and the community
- Highly developed interpersonal skills
- Concise written and verbal communication skills
- Demonstrated excellence in administrative field
- Demonstrated ability to manage under pressure and to effectively manage conflict situations
- Ability to prioritise and manage competing demands
- Ability to work autonomously and demonstrate initiative, discretion and judgement of a high order
- Excellent time management and organisational skills
- Ability to always maintain confidentiality
- Proficient in MS Office Suite
- Customer service focus
- Self-motivated, reliable and willing to adapt to varying duties
- Pleasant, tactful and approachable personality
- Self-motivated, reliable and willing to work flexible hours
- Strong time management and interpersonal communication skills
- Willing to adapt to varying duties

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<p>Desirable</p> <ul style="list-style-type: none"> • Knowledge/experience of IPM / EMR patient record system • Prior experience in a busy health care setting □ Knowledge of medical terminology
<p>Additional Requirements</p> <p>All employees are required to:</p> <ul style="list-style-type: none"> • 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), the Privacy Act 1988 and responsibilities under s141 Health Services Act about 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
<p>General Information</p> <ul style="list-style-type: none"> • 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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