

## POSITION DESCRIPTION

<b>Position Title:</b>	Administration Support
<b>Business Unit/Department:</b>	Medical Specialty Diagnostics
<b>Division:</b>	Emergency, Medicine & Access
<b>Award/Agreement:</b>	Victorian Public Health Sector (Health And Allied Services, Managers And Administrative workers) 2021-2025
<b>Classification:</b>	HS1 – HS16
<b>Reports To:</b>	Administration supervisor; and, Manager Medical Specialty Diagnostics
<b>Direct Reports:</b>	None
<b>Date Prepared/Updated:</b>	7 April 2025

### Position Purpose

To be an active and flexible member of the administrative team who services the Department of Respiratory & Sleep Disorders Medicine and Department of Neurology & Neurophysiology. Both departments have laboratories that come under the Medical Speciality Diagnostics unit and run busy clinics which require administration support. In addition, the team oversees the migrant screening program.

The role also supports inpatients and outpatients from diverse ethnic backgrounds within the health network.

This position requires to perform work across Western Health campuses to support the clinical needs of the Department.

### Business Unit Overview

The Division of Cancer, Cardiology and Specialty Medicine provides a comprehensive suite of inpatient, clinic, and community-based care and includes the following services: - Cardiology – Cancer Services – Specialty Medicine which includes Respiratory and Sleep Disorders, Infectious Diseases, Dermatology, Neurology and Stroke, and Rheumatology. The Divisional Director and Clinical Services Director provide leadership and management for these services and contribute to the development of these services at Western Health as directed within business plans. The Division is committed to innovation and the development of services and treatment groups across Western Health to ensure Best Care for the community of Western Melbourne.

The scientific laboratory services within the Department of Respiratory & Sleep Disorders Medicine and the Department of Neurology & Neurophysiology are collectively termed Medical Specialty Diagnostics.

The laboratory services include a Sleep Disorders Unit based at Footscray Hospital, Respiratory Function Laboratories at Footscray and Sunshine Hospitals, a Cardiopulmonary Exercise Assessment Service operating at Footscray Hospital, and Neurophysiology Laboratories across Sunshine and Footscray campuses. These diagnostic services provide testing for over 5,000 patients each year, with the majority

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being conducted as bulk billed outpatient appointments.

Support for both clinical Departments and their respective Heads of Units is also provided from within the administration team. The Departments deliver a wide range of outpatient specialist clinics, inpatient acute care, diagnostic and therapeutic intervention, as well as extensive education and research programs across two campuses. The clinical units offer approximately 20,000 specialist outpatient consultations and manage more than 3,500 inpatients per year. Clinical, educational, and research activities within the departments are led by the Head of Unit (Neurology & Neurophysiology) and Head of Unit (Respiratory & Sleep).

### Key Responsibilities

The Administration Support role provides clerical support to both departments and is expected to have sound knowledge in all areas of the administrative office functions. This may include:

#### **Key Responsibilities**

- Providing support to outpatient clinics.
- Organise outpatient / inpatient appointments and transport.
- Adding billing codes for diagnostic services.
- Covering other positions within the department during periods of leave.
- Assisting with report uploads and result distribution.
- Assist patients arriving and departing for diagnostic testing
- Handle telephone enquiries
- Collect, sort and distribute mail
- Perform general filing
- Produce photocopies and send faxes
- Assist with clinic preparation, clinic lists, and relevant documentation in areas of sleep, respiratory, neurology and migrant screening
- Managing correspondence
- Prioritise duties and communicate any risks
- Completing specialised tasks as requested
- Travel across campuses

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:**

- Head of Unit, Respiratory & Sleep Disorders Medicine
- Head of Unit, Neurology & Neurophysiology
- Manager, Medical Specialty Diagnostics
- Operations Manager, Cancer, Cardiology and Specialty Medicine
- Senior Medical Staff
- Advanced Trainees

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- Scientific staff
- Research staff
- Nursing staff
- Health Information Officers

**External:**

- Referring Doctors
- Patients and Families
- Other Health Services

## Selection Criteria

**Essential:**

- Previous administrative experience in a Health Organisation or similar
- Demonstrated high level of excellent customer service experience
- Excellent interpersonal and communication skills
- Excellent organisational and time management skills
- Motivated and enthusiastic with a positive attitude
- Willingness to participate and contribute to a learning environment and provide ongoing training
- Ability to work autonomously, and part of a team
- Ability to demonstrate initiative
- Demonstrated ability to handle rapid changes in processes
- Demonstrated ability to follow directives
- Ability to work with limited supervision
- Well-developed written and oral communication skills
- Demonstrated commitment to customer focused service
- Proficient in Microsoft Office and comfortable operating a variety of software systems

**Desirable:**

- Experience with specific IT systems including iPM, BossNet, EMR
- Good understanding of medical terminology
- Demonstrate high accuracy in data entry in accordance with VINAH data collection

## Additional Requirements

All employees are required to:

- 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
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004,

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Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information

- 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
- 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: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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