

POSITION DESCRIPTION

Position Title:	Administration Officer
Business Unit/Department:	Cardiology & Gastroenterology
Division:	Cancer, Cardiology & Specialty Medicine
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 1 – Level 1 to Level 5 (HS1 to HS17)
Reports To:	Cardiology & Gastroenterology Operations Manager Cardiology Administration Team Leader
Direct Reports:	N/A
Date Prepared/Updated:	7 October 2024

Position Purpose

The Gastroenterology and Cardiology Administration Officer is an integral member of the Gastroenterology and Cardiology teams.

This role will work collaboratively with the Cardiology and Gastroenterology Operations Manager and Cardiology Administration Team Leader as well as members of the Cardiology Administration team, and the Nursing and Administration teams to support patient care and access to diagnostic procedures and tests. The role will support the Cardiology and Gastroenterology team more broadly to ensure patient care is delivered in an efficient and effective manner.

As required this role will support facilitating patient care and organisational requirements that the Cardiology and Gastroenterology teams support. This may include but not be limited to, referral management, appointment scheduling, patient and carer communication, Medicare Benefits Scheme (MBS) billing, management of wait lists and other administrative tasks. Agreed Key Performance Indicators (KPIs) will drive accountability and role deliverables.

Business Unit Overview

The Western Health Division of Cancer, Cardiology and Specialty Medicine provides a comprehensive suite of inpatient, clinic, and community-based care.

The Gastroenterology Unit provides inpatient and emergency services across Footscray and Sunshine campus of Western Health with elective endoscopic procedures also supported across other sites.

Outpatient clinics support general Gastroenterology and specialty stream clinic services from Footscray Hospital as well as outpatient diagnostic testing.

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The Gastroenterology and Endoscopic research being supported by the nursing and medical teams offers increasing opportunities with a busy and expanding portfolio.

The Cardiology Unit provides inpatient and outpatient cardiac services and consists of Cardiac Care Unit (CCU), Cardiac Catheterisation Laboratory (CCL) and Non-Interventional Cardiac Diagnostic Units (CDS).

The CCU is situated at both Footscray and Sunshine and comprises Coronary Care beds and telemetry-monitored beds. The CCU cares for acutely unwell patients with acute coronary syndrome, arrhythmias, heart failure and patients requiring elective cardiac procedures as well as medical and surgical patients requiring acute cardiac care. Additionally, the CCU supports the cardiac arrest service across Footscray and Sunshine Hospitals.

The CCLs are situated at Footscray and Sunshine Hospital and provide diagnostic, interventional and electrophysiology services for both inpatients and elective outpatients. The CCL provides a 24-hour on-call service for urgent percutaneous coronary interventions.

The outpatient Cardiac Diagnostic Service operates from Sunshine Hospital and support non-interventional diagnostic testing and extends support to inpatient Echocardiography and the CCLs at both Footscray and Sunshine Hospital.

Key Responsibilities

Front Reception Customer Service

This role has a level of face-to-face interaction with patients and their significant others. Duties include but are not limited to:

- Checking patients in or admitting them for their appointments or procedures
- Assisting with bookings and enquiries whilst completing other reception duties
- Work collaboratively with the administrative and nursing team and follow the directions of the manager or nursing staff managing workload
- Work collaboratively with the clinical managers within assigned departments.
- Ensure work area is maintained and well kept
- Role model behaviours consistent with the Code of Conduct and organisational values
- Ensure a professional manner to all employees, patients and their significant others by being courteous and helpful
- Provide clear and concise communication with employees, patients and significant others in the process of performing your duties.
- Administration support for Gastroenterology and Cardiology team as required.
- Undertake other duties as directed by the manager

Bookings and Billing Management

This is supporting procedure bookings and billing for the Gastroenterology and Cardiology Bookings process as required. This includes communication when required with patients and their significant others. Duties include but are not limited to:

- Processing referrals
- Booking appointments
- Managing waiting lists
- Results Management
- Rescheduling/cancelling of clinics
- MBS Billing
- Communication with patients around procedure planning

Procurement and supply

- Ordering supplies as required by work area.
- Reconciliation of orders when delivered.

Performance

- Actively seek feedback from manager regarding quality of your service
- Actively participate in annual performance review

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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:

- Divisional Director
- Operations Manager
- Cardiology/Gastroenterology Head of Unit
- Cardiology/Gastroenterologists and other referring doctors
- Cardiology/Gastroenterology medical team
- Cardiology/Gastroenterology nursing team
- Cardiology/Gastroenterology Administration Staff
- Nursing, Midwifery, Medical and Ancillary Staff
- Support Services
- ICT Services
- Health Information Services
- Interpreters
- Other Hospital Departments

External:

- Patients, visitors and significant others
- General Practitioners and external referrers and providers
- Community Services Providers

Selection Criteria

Essential:

- Professional, self-motivated and able to work in a diverse team
- Excellent communication and interpersonal skills
- Highly developed computer skills
- Demonstrated commitment to promoting data integrity and systems to ensure data quality
- Ability to learn new tasks and computer programs
- Well-developed coordinating skills
- Ability to work in collaboratively within the multidisciplinary Gastroenterology team
- Ability to work under pressure and appropriately prioritise workload
- Demonstrated ability to maintain strict confidentiality
- Demonstrated ability to work effectively as part of a team
- Commitment to patient/customer focused care
- Commitment to the Western Health Values – Compassion, Accountability, Respect, Excellence, Safety

Desirable:

- Experience in a similar role in a hospital or health care related industry
- Experience with iPM, BOSSNET & Cerner software systems
- Understanding of the MBS and billable program
- Certificate in Administration/Customer service engagement

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.

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- 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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- 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: _____

Employee's Signature: _____ Date: _____

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