

POSITION DESCRIPTION

Position Title:	Specialist Clinics Administration Officer
Business Unit/Department:	Women's & Children's Specialist Clinics
Division:	Women's & Children's Services
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:	Women's & Children's Administration Development Manager
Direct Reports:	N/A
Date Prepared/Updated:	1 August 2023

Position Purpose

The Specialist Clinics Administration Officer is an integral member of the Specialist Clinic Administrative team.

This role will work collaboratively with the Administration Team Leaders and the Administration Development Manager and other members of the administration team to ensure efficient coordination of administrative and telecommunication duties throughout the Women's & Children's Specialist Clinics, displaying exceptional professionalism and customer service.

The position ensures data integrity within the division at all times aligning to the Department of Health Specialist Clinics in Victorian public hospitals – Access Policy and Victorian Integrated Non-Admitted Health (VINAH) data set in addition to the Medicare Billing Scheme (MBS) clinics.

The Administration Officer will work in all areas of the Women's and Children's Specialist Clinics – working shifts to service the administration requirements of the division.

The working areas for the Administration Officer consist of:

- Women's Specialist Clinics
- Paediatric Specialist Clinics

Business Unit Overview

Western Health is one of the largest providers of maternity services in Victoria, delivering approximately 5500+ women annually at Sunshine Hospital. The service is supported by specialist obstetricians and gynaecologists, registrars and HMOs. The service is currently a level 5 integrated maternity unit (Capability Framework, Department of Health, Victoria) providing pregnancy care, labour and birth, postnatal and in home care services for pregnant women and their families. Paediatric and anaesthetic support is available at all times. Since 2012 there has been a specialist Maternal Fetal Medicine service which is rapidly expanding to support the growth in both birth numbers and complexity of the Western suburbs of Victoria.

Our Vision

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In 2019 the opening of Joan Kirner Women's and Children's transformed the service with access to 20 birthing rooms and the opening of neonatal intensive care facilities. The Neonatal service is a level 6 NICU with 4 neonatal intensive care cots and 24 special care nursery cots.

Western Health supports medical student education with students from The University of Melbourne and Notre Dame.

The Maternity and Neonatal services are also linked to a busy and growing Paediatric service, including a dedicated Paediatric Emergency Department, Children's Ward, Paediatric Outpatient service (which includes neonatal clinics), and Children's Allied Health service. There are significant interactions and cross-dependencies between the Neonatal, Paediatric and Maternity units.

In 2024/25 in the Women's & Children's Divisions activity included more than:

- 7,983 total babies were born: on average 21-22 babies per day
- 7,199 babies were born at Sunshine Hospital
- 784 babies were born at Bacchus Marsh Hospital
- 1,512 neonates accessed Newborn Services
- 3,062 women accessed inpatient Gynaecology services
- 4,149 children were admitted
- 29,985 children were cared for in the Sunshine Hospital Emergency
- 160,208 episodes of ambulatory care were provided

The Women's & Children's Division provides care across a number of sites within the Western catchment, including Sunshine, Bacchus Marsh, Melton and Sunbury. The Division collaborates with several other Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care for our community.

The Division will continue to innovate and develop services and care options across Western Health to ensure Best Care for the community of Western Melbourne.

Key Responsibilities

Front Reception Customer Service

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

- Checking patients in for their appointments
- Assisting with their re-bookings and enquiries whilst completing other reception duties

Bookings Office

This area has no to very low level of face-to-face interaction 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

Communications Office

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

- Attending to all internal and external enquiries via telecommunication
- Perform a high level of telecommunication calls with members of the public.
- Medicare Billing

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.

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Key Working Relationships

Internal:

- Divisional Director
- Operations Manager
- Women's & Children's Administration Development Manager
- Women's & Children's Administration Team Leaders
- Women's & Children's Administration Coordinators
- Midwife/Nurse Unit Manager
- Associate Midwife Unit Managers
- Associate Nurse Unit Managers
- Specialist Clinic Administration Officers
- Nursing, Midwifery, Medical and Ancillary Staff
- Health Information Services
- Radiology and Pathology
- 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 large, 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
- Proven ability to work independently, in a self-directed manner within a multidisciplinary 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, CPF & Cerner software systems
- Sound understanding of the DHHS Specialist Clinics in Victorian public hospitals – Access Policy
- Sound understanding of the DHHS Victorian Integrated Non-Admitted Health (VINAH) data set.
- Demonstrate high accuracy in data entry in accordance with VINAH (Victorian Integrated Non-Admitted Health) data collection
- 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

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- 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, 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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