

POSITION DESCRIPTION

Position Title:	Administration Assistant
Business Unit/Department:	Divisional Management
Division:	Surgery, Endoscopy & Anaesthesia Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 2 – Level 1 to Level 5 (HS2 to HS17)
Reports To:	Business Support & Administration Manager
Direct Reports:	N/A
Date Prepared/Updated:	3 August 2026

Position Purpose
The Administration Assistant provides comprehensive administrative support to the Surgery, Endoscopy and Anaesthesia Services (SEAS) division, ensuring the efficient day-to-day operation of the department. The role is responsible for coordinating administrative processes, maintaining accurate records, supporting clinical and non-clinical staff, and delivering high-quality administrative services to facilitate the effective functioning of the Division.
Business Unit Overview
The Division of Surgery, Endoscopy and Anaesthesia Services is responsible for delivering comprehensive patient care services across perioperative and anaesthetic programs. The Division provides a wide range of outpatient and inpatient services, including operating theatres, day procedure units, and Central Sterilising Services. It also supports a variety of specialised services that contribute to meeting the healthcare needs of the Western Health catchment population.
Key Responsibilities
• Provide efficient, confidential administrative support to the Clinical Unit, including diary management, booking meeting rooms and venues, coordinating agendas and taking minutes at committee meetings. • Maintain and update Clinical Unit resources, including telephone contact lists, email distribution lists and procedure manuals. • Process fortnightly timesheets for Senior Medical Staff within the Clinical Unit in an accurate and timely manner. • Prepare and distribute Senior Medical Staff rosters for the Clinical Unit. • Demonstrate proficiency in Microsoft Office Suite, relevant software systems and video conferencing platforms.

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- Promote a collaborative and supportive working environment for both clinical and non-clinical staff.
- Represent the Clinical Unit in a professional manner, managing communications including screening telephone calls, emails and correspondence, while delivering a high standard of customer service.
- Maintain a clear understanding of the timelines and processes of other Western Health departments and their interaction with the Clinical Unit, ensuring workflow is appropriately prioritised to meet required deadlines.
- To work collaboratively with the administration team supporting leave cover and workflow
- To be responsible for activities pertaining to patient/debtor billing and collection of fees within organisational targets
- To be responsible for patient enquiries relating to billing and collection services and attending to the enquiries in a professional manner
- To maintain the billing system, generate invoices and account statements.
- To investigate and resolve any irregularities or enquiries.
- To be able to analyse data to provide timely feedback relevant to the analysis.
- To be proactive in identifying issues, monitoring risks and providing timely feedback on issues relating to the billing portfolio by reporting this to the Business Support & Administration Manager in the first instance
- To demonstrate initiative to maintain knowledge of latest changes to legislation in relation to the billing portfolio and serve as a technical expert in determining patients' benefit coverage and reimbursement and have knowledge of all third-party payer specifications in regard to patient excess, differing fee types and third-party requirements.
- To be proactive in identifying and supporting service improvement and innovation
- To work within privacy laws and respect issues of diversity, equal opportunity and confidentiality in all areas of work
- To identify and participate in training and development opportunities to meet current and future needs of the division and keep up to date with best practice standards.

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 and Service Directors
- Clinical Heads of Unit
- Business Support & Administration Manager
- Senior Medical Staff
- Junior Medical Staff
- Nursing Staff
- Other Administration Staff

External:

- Patients, visitors and significant others
- Other Healthcare Providers

Selection Criteria

Essential:

- Excellent organisational and time management skills, with the ability to manage competing priorities effectively.
- High level of attention to detail and accuracy in all aspects of work.
- Highly developed interpersonal and communication skills.
- Demonstrated commitment to delivering a high standard of customer-focused service.
- Ability to work both autonomously and collaboratively within a multidisciplinary team environment.
- Demonstrated initiative, discretion, sound judgement and the ability to maintain confidentiality at all times.

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- Advanced proficiency in Microsoft Office Suite and experience using accounts and administrative systems.

Desirable:

- Understanding of health care environment.
- Understanding of health care systems – iPM, Bossnet, EMR, FMIS

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
- 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 of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005
- 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

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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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