

1. General Information

Position Title:	Administration Officer
Division/Department:	Epworth Corporate – AMS
Position Reports to:	Cryopreservation Laboratory Manager
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	N/A
Location:	Richmond Epworth Corporate
Employment Status:	Part time, fixed term
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	Not Applicable
Key Relationships - internal and external	Internal: • ECISL Program Director • Cryopreservation Laboratory Director • Haematology Clinical Trials Manager • Cryopreservation Laboratory Manager • Research Program Manager, MOCI • Epworth Research, Development and Governance Unit • Affiliated Clinicians External: • External hospitals, service providers • Specialists' consulting suites • Referring doctors • Patients and carers

2. Overview of Epworth HealthCare

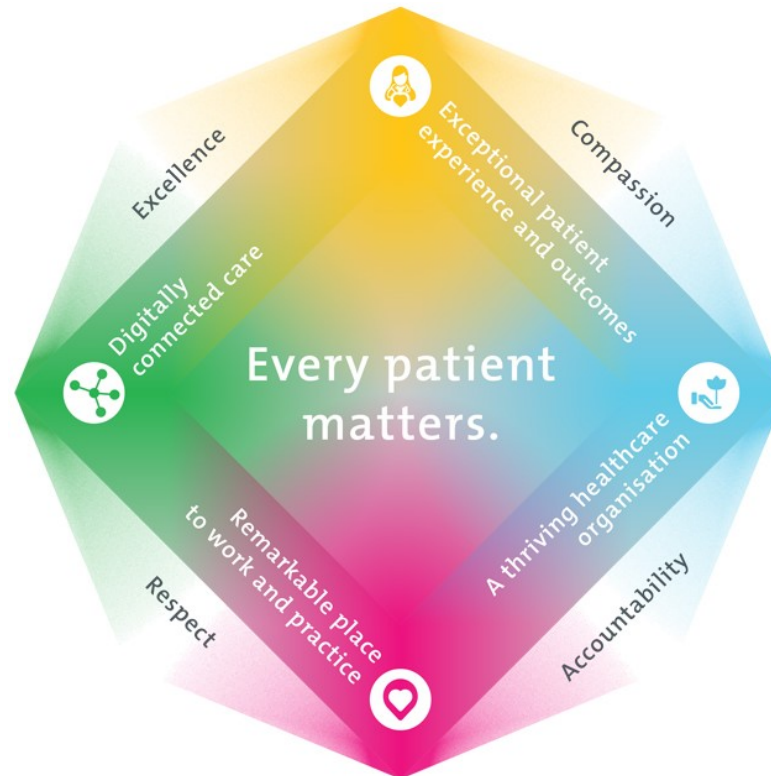
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

High quality administrative support role that supports the Epworth Centre of Immunotherapies and Snowdome Laboratories and its consumers, including reception, secretarial and general office management. To act as a central point of contact for both staff and patients. The administrative officer will be responsible in maintaining a high quality and efficient medical reception service. This includes but is not limited to managing patient and medical enquiries, filing and records management, data input and management, mail receipt, sorting and delivery, maintenance of registers and general administrative duties to support the smooth running of the ECISL including the cryopreservation facility, laboratories and office space.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Reception and Secreterial • Undertake "front-of-house" reception duties including friendly and efficient reception for attending clients, visitors and staff. • Telephone operation including management of enquiries from sources both internally and externally which must be dealt with in an efficient and effective manner. This includes screening and appropriately prioritising all telephone calls and enquiries for ECISL and refer to staff where appropriate. • Undertake receptionist duties in a timely and professional manner. • Maintain good interpersonal relationships with medical and para-medical staff, as well as other network staff. • Provide all facets of typing/word processing required including memos, reports, letters, agendas, minutes, scanning and binding logs, formatting, archiving, uploading and filing of documents. • Receive, distribute and send departmental correspondence, including letters, faxes and e-mails. • Ensure all computer, printer, telecommunication, audio-visual and other equipment is fully operational, with the assistance of relevant hospital support staff • Maintain adequate supplies of stationery and equipment in the ECISL as required, including tea room supplies. • Assist catering booking coordination with hospital kitchen when needed.	• Telephones are answered courteously, professionally and in a timely manner. • Patients and visitors are acknowledged and greeted professionally upon arrival. • Patient referrals are managed quickly and processed as top priority. • Minimal consumer complaints. • Uphold the rights and privacy of patients and their families. • Communicates information effectively. • The service runs smoothly and efficiently
Administration • Develop, update and maintain departmental lists, internet site and intranet site	• All assigned duties are completed effectively in a timely manner.

• Identify areas that administrative assistance can be provided to ECISL staff • Develop and maintain a comprehensive filing and administrative system • Liaise with relevant support departments within Epworth HealthCare such as Finance, People & Culture, Biomedical Engineering as necessary or as directed • Maintain high level of IT knowledge, be available assist to other Centre staff • Prepare any finance reimbursement paperwork for staff to go to finance (eg. Accounts Payable) • Provide administration assistance to staff in the unit as required, this may include but not limited to; appointment bookings, meeting requests, supply ordering, printing, faxing, mailing, couriers, maintenance requests, room bookings, file requests. • Provide co-ordination and administrative support as required for any ECISL Seminars/Workshops/Support groups • Receive orders for and dispatch resources produced by Cryopreservation and ECISL • Participate with all staff in advising the Cryopreservation Laboratory Manager of appropriate equipment required for departmental use • Perform other activities as requested by the Cryopreservation Laboratory Manager including quality assurance training and assessment	• All communications are carried out courteously, professionally and in a timely manner. • All data entry is accurate and completed as per required standards and protocols. • Awareness of budget and organisational requirements • Participate in quality assurance programs as required
Team Demonstrate the Epworth values and behaviours and provide support for colleagues associated with the research programs of the Centre • Assist with orientation process of new staff members • Display enthusiasm for learning and an initiative to further develop skills	• Successful team integration and support • Strive to meet corporate KPIs with respect to absenteeism and professional development • Attend all team and research meetings as appropriate • Undertake key tasks or projects as requested by the management of the ECISL

Contribute to, initiate or improve service delivery as opportunities arise	Assist with and participate in point prevalence and other <i>ad hoc</i> research and quality activities under the direction of the Research Program Manager
Personal and Professional Development Participates in all professional and personal development requirements	- Undertake and maintain all required training as required - Undertake self-directed and formal topic learning - Participate in and support ECISL with Centre activities, including events, seminars and workshops.
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. - Provide excellent, helpful service to patients, visitors and staff - Communicate with clear and unambiguous language in all interactions, tailored to the audience - Build customer relationships and greet customers and patients promptly and courteously - Actively seek to understand patients' and their family's (customers) expectations and issues	- Patient and customer service satisfaction surveys within agreed targets - Use AIDET principles in all interactions - Issues are escalated to the manager and resolved in a timely manner
Safety and Wellbeing	Adhere to infection control/personal hygiene precautions

Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	- Implement and adhere to Epworth OHS policies, protocols and safe work procedures - Mandatory training completed at agreed frequency
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7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Desirable - VCE or equivalent preferred - Bachelors degree
Previous Experience	Essential - Previous experience in providing administrative support within a healthcare or similar setting Desirable - Clinical service management
Required Knowledge & Skills	Essential - Demonstrated experience in Microsoft Word, Excel and Outlook - Highly organised with a proven ability to prioritise tasks in a busy clinical environment - Proven ability to undertake administrative tasks in a timely and effective manner - Suitable communication and interpersonal skills with ability to work effectively as part of a team and to liaise confidently and courteously with people at all levels Desirable - Knowledge of medical terminology
Personal Attributes & Values All employees are expected to consistently work in accordance with	Essential - Excellent communication skills - Excellent problem solving and decision making skills - Demonstrated ability to contribute positively within a research team

Position Description



Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	• Demonstrated ability to effectively prioritise • A professional and engaging approach to work • Professional work ethic and flexible work style
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
05 May 2025	05 May 2025	Crypoperservation Laboratory Manager

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____