

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	Administration Officer – Cardiology
Business Unit/Division:	Outpatient Services
Award Agreement:	Award 10
Classification:	HS2
Employment Type:	Fixed Term Part Time
Reports to:	Outpatient Services Team Leader
Date Prepared/Updated:	February 2026

ROLE STATEMENT

General Role Statement:

The Administration Clerk works under the direction of the Cardiology Administrative Team Leader, Cardiology Outpatients, in order to enhance patient care and service delivery. You will ensure all clinics are effectively managed in line with the Department of Health and Northern Health Key Performance Indicators. You will identify process and system inefficiencies and participate in leading fellow Administration Officers through department change.

This position is responsible for:

- Ensuring daily administrative responsibilities are achieved.
- Co-ordination of clinician leave impacting clinics including patients are rescheduled as advised by clinician, clinics are closed or covered according to clinic leave management process.
- Co-ordinate clinic template change requests by clinician in accordance to outpatient policy and procedure.
- Ensure timelines and deliverables are met.
- Work with broader outpatient team and external providers to ensure the efficient and safe operations of service.
- Actively review and implement continuous improvement strategies.
- Attend meetings as required.
- Management of dedicated mailbox for Cardiology Outpatients.
- Delivery of accurate and timely allocation of appointments.
- Manage planned appointment allocation for all appointment types within allocated portfolio.
- Ensure all available appointment slots are filled prior to clinic.
- Assist with over booking requests and identify clinic templates which need to be reviewed.
- Review and amend exception/error reports.
- Escalate overbooked clinics to treating clinician.
- Escalate clinical patient queries to relevant specialty nurse or treating clinician.
- Retrieve results from third party as requested by clinician.
- Manage closure of clinic templates.
- Targeted patient follow up for patients booked for investigations, who haven't confirmed their attendance.
- Reviewing outstanding outcomes and liaising with treating clinician to resolve booking issues.

- Provide high lever customer service to staff, medical staff, patients and visitors.
- Maintain a high level of privacy & confidentiality.
- Answer patient, visitor and staff enquiries.
- Manage and action patient correspondence.
- Provide data to Head of Unit from the Administration Manager or Team Leader monthly for commentary on wait lists, planned appointments, referral outcome KPIs and clinic activity.
- Assist with inbound and outbound telephone calls.
- Undertake duties as outlined in Administration Officer, Outpatient Services position description.
- Participation in cross-training of other portfolios and provide appropriate leave coverage.
- Participation in all relevant department meetings.
- Participate in the training requirements of the department.
- Participate in late roster duties.
- All general administrative tasks as required.

All employees:**Quality, Safety, Risk and Continuous Improvement**

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Service Delivery

- Maintain relevant health application systems to ensure accurate and timely recording of patient data
- Ensure that all clerical needs are met to facilitate patients' progression of referrals on Referral Manager
- Ensure patients' appointments are booked within targeted waiting period by clinical category especially ensuring all category 1 patients are booked within 30 days.
- Liaise with patients regarding their availability for their appointment.
- At the time of booking confirm with patients their appointment date and time. Compile, check send appointment letters either by post/email.

- Ensure admission information including Rights and Responsibility brochures are provided to patients prior to admission (for patients undergoing TOE)
- Contribute to meeting the Hospital Initiated Postponement rate target as set by DHSS by minimising non-clinical cancellations.
- Suspend, reinstate, and rebook patients from clinics as directed and send out relevant letters to the patient.
- Booking Pre-Admission Clinic appointments for TOE procedures as required.
- Action any follow up required from the patient's PAC appointment and defer patients as advised by Cardiology PAC nurses.
- Update in iPM Cardiology consultants/technicians investigation templates when on annual leave
- All patients who are cancelled or Fail to Attend rebook/discharge as directed.
- Utilise and book interpreters' services as required
- Ensure admission or registration paperwork is organised and stored in appropriate folders
- Send reports of outstanding referrals in Referral Manager.
- Document all phone enquiries from patients and medical staff and follow up as required.
- Advise appropriate personnel and undertake action for late changes to clinic & investigation lists.
- Ensure the minimisation of clerical errors – reports sent on a regular basis.
- Promote a high standard of customer service.
- Provide coverage for other Booking Clerks as required
- Identify and address areas of improvement.
- Work within team environment through liaison with all team members.
- Support and foster collaborative working relationships across Northern Health and our wider community.
- Comply with the Code of Conduct.
- Compliance with all mandatory training.
- Collect and update information/paperwork required to facilitate Medicare Billing
- Obtain current & accurate registration information from the patients on access points into the health service and update where required

SELECTION CRITERIA

Qualifications, Registrations and Qualities Essential

- Excellent computer skills in Microsoft Office Suite
- Extensive clerical experience in a health/service-orientated environment.
- Previous experience with iPM/hospital computer systems.
- Excellent personal presentation.
- Ability to work effectively without direct supervision.
- Effective communication and interpersonal skills.
- Ability to set priorities and to work under high pressure.
- Well-developed organisational skills.
- Effective problem-solving skills.
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis and being fully vaccinated against Covid-19. New employees with contra-indications to vaccinations or who decline vaccination are required to

attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Experience:

- Previous experience in working in complex and busy environments, preferably in a health service setting
- Previous experience in the health sector
- Previous experience within a referral service environment
- Knowledge of and experience using Health IT Applications and systems such as iPM, and Client Patient Folder.

Knowledge, Skills and Behaviours:

- Patient-centred approach to service delivery.
- Ability to use initiative and work autonomously and in a team environment.
- Proven ability to work within a collaborative environment.
- Ability to problem solve in a variety of complex situations.
- Ability to analyse and interpret data.
- Have exceptional attention to detail and accuracy.
- Excellent computer skills and a willingness to learn new applications.
- Advanced interpersonal and time management skills.
- Good understanding and knowledge of VINAH reporting.
- Demonstrated ability to implement, lead and support change.
- Excellent written and verbal communication.
- Display impeccable communication and interpersonal skills.
- Conduct yourself with personal integrity.
- Developed time management skills, able to determine priorities and meet deadlines.
- Good documentation skills.
- Demonstrated ability to work accurately and effectively in a team environment.
- Ability to communicate with all levels of stakeholders.
- Team orientated; ability to reach common goals/objectives.

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature:

Date: