

Position Description

Position title:	Administration Supervisor
Department:	Pauline Gandel Women's Imaging Centre (PGWIC)
Classification:	Administration Officer Grade 3 (AO31-AO35)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single interest Employers) Enterprise Agreement 2025 - 2027
Reporting to:	Operational Lead – Pauline Gandel Women's Imaging Centre

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About the department/unit

The Pauline Gandel Women's Imaging Centre (PGWIC, or the Centre) sits within the Allied Health and Clinical Support Services Directorate. It contains the Department of Radiology and the Department of Obstetric and Gynaecological Ultrasound who share an administrative and IT support service.

The Ultrasound Department offers a comprehensive obstetric and gynaecological ultrasound service to the women and their families coming to the Women's for care. Ultrasounds performed at the Women's include scans performed at all stages of pregnancy on high risk and vulnerable women. We have a dedicated service provision for fetal anomalies, fetal echocardiograms, multiple pregnancy and early pregnancy complications. The Radiology Service is a progressive, multi-disciplinary 24-hour service providing general adult, paediatric and neonatal radiology, a wide range of fluoroscopic procedures, general and neonatal ultrasound (US), Magnetic Resonance Imaging (MRI), mammography, including diagnostic and interventional procedures.

Position purpose

The purpose of this position is to provide a supervisory and leadership role to the clerical reception staff by coordinating the day-to-day activities of the administration team of the PGWIC to ensure processes and practices are accessible, efficient and customer focused. As Administration Supervisor you will hold a leadership role within team, role modelling the values of the Women's and exemplifying patient-centred care. To succeed in this role, you will be a confident people leader focusing on training and equipping your team to meet department KPI's and excel in billing, bookings, arrivals, rostering and data entry processes.

Key responsibilities

Clerical Supervision & Patient Administration

- Provide day-to-day oversight of clerical operations, including preparing rosters, allocating tasks, managing annual leave requests, and approving timesheets. Escalate complex issues to the Operational Lead as required.
- Manage and ensure the accuracy of appointment templates and data in Karisma, adhering to hospital procedures.
- Oversee the department's billing processes, ensuring compliance with Medicare rules, accurate data entry, and auditing and improving data entry practices.
- Manage clinic appointment waitlists, oversee daily appointment flow, and ensure bookings are consistent with PGWIC Department policies for patient access.
- Lead recruitment processes and manage performance reviews, development plans, and ongoing support for administration staff.
- Rotate through clerical/reception roles as required to maintain skills and provide reception relief when needed.
- Develop and supervise administration team KPIs to improve performance and ensure staffing levels and skill mix are maintained.
- Ensure patient confidentiality is maintained at all times.
- Facilitate the invoicing process for remuneration of services for the department.
- Assist Clinical Directors with Medical Staff leave administration and provide administrative support for timesheets and leave forms for medical staff.
- Chair regular administrative team meetings to ensure clear communication and alignment of team goals.
- Other duties as directed by management

Leadership

- Develop your team – help your team members set performance goals, and then track results and evaluate performance effectiveness

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- Provide coaching – engage with your staff in developing and committing to their plan that targets specific behaviours, skills or knowledge needed to ensure performance improvement
- Work with your team to assume joint responsibility for monitoring and evaluating activity and develop strategies to improve team outcomes. Inspire others by motivating them towards higher levels of performance that are aligned with The Women's vision and values
- Demonstrate emotional awareness by establishing and sustaining trusting relationships in a complex hospital environment. Aim to accurately perceive and interpret your own and your staff's emotions and behaviour; exercise self-insight to effectively regulate your own responses
- Provide a visible leadership presence in your clinical area and promote multidisciplinary team work by assigning tasks and decision-making responsibilities to individuals or teams. Provide staff with clear boundaries, expectations, support and follow-up.

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Safe practice and environment

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- Cooperate with the RWH Quality and Safety team on various quality improvement activities. Make operational decisions by securing relevant data to identify key issues and trends that impact patient care and day to day operational outcomes
- In conjunction with the Operational Lead and Clinical Directors, address the concerns and complaints of women, their families, team members and other hospital departments to ensure that the quality of the service improves; hold yourself and others accountable for providing a positive patient experience; use appropriate techniques to resolve difficult patient situations and regain their confidence
- Contribute and commit to a culture that promotes gender equity, respect and a safe working environment and have an understanding of violence against women and family violence issues.
- Be aware of and be involved in Occupational Health & Safety, ensuring a safe environment is maintained for patients, visitors, and staff.

Research and training

- Develop and implement training and induction programs for administration staff.
- Provide advanced training in Karisma (RIS), IPM, and EPIC systems.
- Ensure staff understand and comply with PGWIC billing practices, including Medicare and NWAU funding processes.

Practice improvement and Service development

- Facilitate change by identifying and supporting the implementation of new practices within your Team; lead the implementation and acceptance of change within the workplace in conjunction with the Operational Lead and Clinical Directors.
- Complete department audits as per the hospital audit schedule (VINAH).
- Participate in quality assurance activities where applicable.

Information and data management

- Ensure that accurate information and records are maintained as stated in the hospital policy.
- Use of the Women's electronic medical record (EMR), Karisma (RIS) and IPM where required to fulfil the duties of this position

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Essential Criteria

- Demonstrated experience in hospital or Medical Imaging administration.
- Previous supervisory and leadership experience
- Excellent written, verbal communication and interpersonal skills
- Strong computer literacy, including proficiency in patient management systems.

Desirable Criteria

- Experience using EPIC EMR or Radiology Information Systems (RIS).
- Knowledge and experience in billing for medical services, including MBS and private patient billing.

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Organisational relationships

Internal relationships

- Clinical Director, Radiology and Ultrasound Services
- PGWIC staff including clinical staff
- All Women's Hospital departments and clinics

External relationships

- Patients and their families
- Government departments including Medicare
- General Practitioners and other referring specialists

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical Demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not Applicable
Sitting – remaining in a seated position to complete tasks	Prolonged
Standing – remaining standing without moving about to perform tasks	Rare
Walking – floor type even, vinyl, carpet,	Frequent
Lean forward / forward flexion from waist to complete tasks	Frequent
Trunk twisting – turning from the waist to complete tasks	Occasional
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting / crouching – adopting these postures to complete tasks	Rare
Leg / foot movement to operate equipment	Not Applicable
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Rare
Lifting / carrying – light lifting and carrying less than 5 kilos	Frequent
– Moderate lifting and carrying 5–10 kilos	Not Applicable
– Heavy lifting and carrying – 10–20 kilos.	Not Applicable
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Frequent
– moderate push / pull forces 10–20 kg	Rare
– heavy push / pull forces over 20 kg	Not Applicable
Reaching – arm fully extended forward or raised above shoulder	Occasional
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Not Applicable
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers / hands	Not Applicable
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Not Applicable
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Constant
Hearing – use of hearing is an integral part of work performance	Constant
Touch – use of touch is integral to most tasks completed each shift.	Constant
Psychosocial demands	Frequency
Observation skills – assessing / reviewing patients in /outpatients	Frequent
Problem Solving issues associated with clinical and non-clinical care	Frequent
Attention to Detail	Constant
Working with distressed people and families	Occasional
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional

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Exposure to distressing situations	Occasional
Definitions used to quantify frequency of tasks / demands as above	
Prolonged / Constant	70–100 % of time in the position
Frequent	31–69 % of time in the position
Occasional	16–30% of time in the position
Rare	0–15% of time in the position
Not Applicable	

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

Vaccination requirements

As this role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: August 2026

Developed by: Operational Lead, PGWIC

Date of next review: August 2027

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