Position Description

Position Title	Administration Team Leader – Sub-acute Ambulatory Care Services (SACS)
Classification & Salary Range	HS2
Agreement Name	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2025-2027
Position Reports To	Manager SACS Clinics & Access, Community & Integrated Care, Care@Home Program
Last Updated	November 2026

Position Purpose

The Administration Team Leader for the Sub-acute Ambulatory Care Services (SACS) is a professional worker with advanced administrative skills, who will provide leadership and support to the administrative team and contribute to and monitor the overall functioning of the administrative area, including the main reception for SACS, Eastern Health.

In conjunction with the Manager – Manager SACS Clinics and Access, the administration Team leader will facilitate effective communication between clients, clinical staff and administrative staff to ensure the services and centres run as efficiently and effectively as possible.

Major Duties and Responsibilities

Provide leadership to the administrative team across sites through effective communication, clear task delegation and coordination of workload by setting a professional example

Ensure the integrity of statistical records for the service through the specific tasks of data monitoring, cleansing, interpretation and reporting

Lead and implement changes to the statistical reporting for the service through attendance at relevant database development / implementation meetings

Ensure clear communication of administrative issues through regular engagement with Team Leaders and Manager (Rehabilitation & Ambulatory Specialist Clinics), along with attendance at team and staff meetings and other internal or external meetings as requested

Work collaboratively with the Team Leaders and Manager to monitor and maximise the performance of the administrative team through appropriate structuring of administrative duties and performance management

Facilitate the advanced administrative functioning within SACS Services through provision of IT support to clinical staff as required, including orientation of new clinical staff to administrative and IT processes
Ensure efficient team functioning through maintenance of the fleet schedules, Capital Expenditure (CAPEX) submission, FMIS ordering and coordination / creation of appropriate resource library and directory
Support the Manager (Rehabilitation & Ambulatory Specialist Clinics) through completion of special administrative projects, recording of minutes, preparation of reports and tasks as negotiated
Participate in any organisational projects as required.
Maintain and extend knowledge of administrative skills through attendance at relevant courses, conferences and education opportunities as agreed with the Manager (Rehabilitation & Ambulatory Specialist Clinics)

Key Selection Criteria

Essential Selection Criteria:

- Strong organisational, planning, and problem-solving skills, with the ability to manage competing priorities and delegate effectively.
- Excellent communication and interpersonal skills, with a commitment to providing high-quality customer service.
- A high level of attention to detail, accuracy, and professionalism.
- Demonstrated experience leading quality improvement initiatives and contributing to service development.
- Sound understanding of administrative systems, processes and workforce management practices.
- The ability to foster a positive team culture and build effective relationships with clinicians, managers, and key stakeholders is important.
- A positive and proactive attitude

Desirable Selection Criteria:

- Experience in administrative leadership within a healthcare or community services environment.
- Completion or commencement of Certificate IV in Health Administration
- Experience with Hospital Management System (HMS)
- Proven capacity to respond constructively to changing priorities and workplace pressures while maintaining a commitment to achieving results.

Qualifications

Demonstrated administrative experience in a healthcare or similar setting

Eastern Health

www.easternhealth.org.au

Eastern Health's Promise

Our promise to our communities, patients, consumers and staff is that we will be HEALTHIER TOGETHER. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future. Read more about Eastern Health's strategic goals here.

Our Commitment to Diversity, Equity and Inclusion 

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and Torres Strait Islander people, people from the LGBTIQA+ community, people living with disability and those from a culturally and linguistically diverse background are strongly encouraged to apply.

For more information, please click here.

Aboriginal and Torres Strait Islander Candidates

Eastern Health's First Nations Employment Plan 2026 – 2028 was released in July 2026. With a strong focus on cultural safety and belonging, actions included in the Employment Plan provide practical support for all Aboriginal and Torres Strait Islander people.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. For support, please contact our Aboriginal Employment Coordinator, Aboriginal.Workforce@easternhealth.org.au

Important Information

All new and existing employees are committed to the following to uphold Eastern Health's Promise and Values:

- Uphold confidentiality as per the Privacy Act 2000 and the Health Records Act 2001
- Comply with Eastern Health code of conduct and Policy and Procedures
- Comply with Eastern Health performance standards and industry professional standards
- Participate in continuous monitoring an improvement
- Comply with legislation and accreditation standards
- Ensure service and care are consistent with the Eastern Health approach to patient and family centred care

- Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. For more information, please click here.

Occupational Health and Safety, Quality and Improvement

Eastern Health is committed to providing and maintaining a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, particularly those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

Eastern Health employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position.

For more information about Quality and Safety please click here and for Staff Wellbeing please click here.

Final Note

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against influenza prior to commencing employment.

Application Support

If you need support or adjustments during the application or recruitment process, please contact the hiring manager or our Talent Acquisition team on (03) 9955 7555 (option 1). For current employees please select option 2.

Candidate Statement

I _____ have read, understood and accepted the above position description and associated attachments.

Signed: _____ Date: _____