Position Description

Position Title:	**Specialist Clinics Clerk – Referral Management Team**
Classification & Salary Range:	**HS1**
Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Position Reports to:	Operations Manager - Acute Specialist Clinics
Last Updated:	02/10/2026

Position purpose

The Referral Management Clerk provides comprehensive administrative support pertaining to Referral Management within Acute Specialist Clinics. Responsibilities include, but are not limited to, the accurate registration and timely processing of referrals, responding to and managing patient enquiries, undertaking waitlist auditing activities, and supporting the delivery of telehealth services in clinics. The referral management clerk demonstrates adaptability, agility and flexibility, with the ability to respond effectively to changing priorities and operational requirements to meet the business needs of Acute Specialist Clinics.

Major duties and/or responsibilities

Key Tasks including but not limited to

- Patient registration and referral management; including liaising with clinics and external parties regarding additional information requirements
- Managing patient enquiries (phone calls and emails)
- Telehealth support, including pre-appointment optimisation and day of service support to patients and clinic staff
- Waitlist auditing
- Managing and completing monthly audits
- Assisting with bulk SMS tasks via Modica and ongoing follow up as required
- Expired referral management.

Key Selection Criteria

Essential Selection Criteria:

- Year 10 English (written and spoken)
- Medical terminology knowledge/study

- Passion to deliver the best healthcare experiences and outcomes

Desirable Selection Criteria:

- Previous experience in clerical position within the healthcare setting

Knowledge and Skills:

- Understanding and commitment to professional standards, codes and behaviours as legislated through the Health Act, other relevant professional bodies and Eastern Health Policy, Standards and Practice Guidelines.
- Awareness and understanding of National Standards and Accreditation Standards.
- High level communication, written and verbal, with demonstrated high level of interpersonal skills with consumers, their families and all health care professionals.
- Computer literacy and embracing of health technologies and informatics.

Personal Attributes:

- Promote and contribute to a supportive and engaged team environment.
- Committed to providing a safe environment for all
- Respectful, collaborative and kind

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 & Inclusion 

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

Aboriginal and/or Torres Strait Islander peoples, 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 supports 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 in order 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 is 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. More information here

Occupational Health and Safety, Quality and Improvement

Eastern Health is committed to provide and maintain 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 or for Staff Wellbeing please click here.

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.

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 COVID-19, prior to commencing employment.

Application Support

If you require supports or adjustments with submitting your application or throughout the recruitment process, you are welcome to contact the hiring manager or the 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: _____

Role specific Attachments

Key Tasks including but not limited to:

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