

Position Description

Position Title:	Dictation and Transcription Officer
Reports to:	Manager - Customer Service Operations
Department:	Health Information Clerical Services
Directorate:	Finance, ICT & Information Services
Cost centre:	P0209
Code & classification:	Grade 2 Levels 1 – 5 (HS2 – HS21)
Employment conditions:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025-2027 and its successors, and GV Health Policies and Procedures (and as varied from time to time).

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Dictation and Transcription Officer provides operational, administrative, and system support for the Information Service dictation and transcription function at GV Health. The role acts as the primary point of contact for users of the dictation and transcription system and is responsible for coordinating, processing, and distributing correspondence to support timely clinical care.

The position oversees the day-to-day monitoring and maintenance of the dictation and transcription system, including user management, system activity, and liaison with clinicians, transcription service providers, and the Information Technology Department to ensure service availability, effective turnaround times, and resolution of system issues. The role supports and delivers user training, maintains documentation and duty routines, and contributes to service reviews and process improvement initiatives.

In addition, the Dictation and Transcription Officer provides administrative support to the Management Team - Information Services, monitors and supports the Information Services Help Desk, and works collaboratively within the Information Services team. All duties are undertaken in accordance with confidentiality and privacy, contributing to clinical effectiveness and the delivery of a high-quality, efficient, and responsive Information Service.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Act as the first point of contact for dictation and transcription system users
- Monitor and support all aspects of the dictation and transcription system
- Process and coordinate transcription returned from the external transcription provider

- Coordinate letter editing and ensure accurate and timely distribution of transcribed correspondence
- Edit documents as required to support clinical and administrative workflows
- Ensure new users are appropriately added to the system and maintain user tables, including new and updated user information
- Train and support new and existing users in the dictation and transcription systems
- Monitor system activity and liaise with external transcription service providers to ensure effective turnaround times
- Liaise with transcription service providers to resolve workflow and system-related issues
- Liaise with clinicians to support transcription requirements and service expectations
- Liaise with the Information Technology Department regarding transcription services, including hardware, software, and system activity
- Develop, implement, and review strategies to improve work practices and identify process efficiencies
- Create, maintain, and update transcription position manuals, procedures, and duty routines
- Participate in service reviews, including the evaluation of new technologies, processes, and procedures
- Monitor and support the Information Services Help Desk, responding to user queries or allocating tasks to other support staff as required
- Provide administrative support to the Management team - Information Services, including arranging meetings, taking minutes, and following up actions
- Work collaboratively within the Information Services team, demonstrating flexibility, multi-skilling, and willingness to support broader service needs
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Undertake all duties in accordance with confidentiality, privacy, and health information governance requirements

KEY SELECTION CRITERIA

Essential:

- Demonstrated experience in dictation and transcription services, health information service or a similar administrative role within a healthcare or clinical environment.
- Proficiency with computer systems and advanced working knowledge of MS Office
- Strong communication (written and verbal) and interpersonal skills, with demonstrated ability to liaise effectively with clinicians, external service providers and internal stakeholders.
- Attention to detail, to ensure accuracy and completeness of records, reports and documentation
- Time management skills and the ability to use initiative to plan and prioritise work
- Relevant qualifications (business administration or office management) and/or previous experience delivering administrative and office systems in a professional services environment
- Demonstrated ability to work unsupervised and as part of a team
- Previous experience and demonstrated knowledge of confidentiality in a healthcare setting
- Flexibility and a positive attitude to change, given the change this particular role may encounter with the transition to the new transcription system.
- Familiarity with medical terminology

Desirable:

- Experience using healthcare related computer systems
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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
 - Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
 - Turnaround time for signed dictation – 98% within 2 working days
 - Failed imports – 98% within 2 working days
 - Transcription invoicing – completed with 2 working days of the end of the month
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AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
 - Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
 - Development and maintaining of collaborative relationships with all other teams and professionals;
 - This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
 - Maintain a safe working environment for yourself, your colleagues and members of the public;
 - Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
 - Contribute to organisational quality and safety initiatives;
 - Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
 - Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
 - Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
 - Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
 - Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
 - Comply with the principles of patient and family centred care;
 - Not smoke or vape on GV Health premises;
 - Comply with immunisation requirements as per the Department of Health Victoria;
 - Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.
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ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Finance, ICT & Information Services**Dictation Transcription Officer****Reviewed by:**

Manager - Customer Service Operations

Issue Date:July 2026

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)