

Position Description

Position title	Administration Coordinator
Department / Division	Victorian Paediatric Rehabilitation Service (VPRS) - Division of Medicine
Classification	Grade 2 level 1 to Grade 2 level 5 (AO21 to AO25)
Position reports to	Director of Rehabilitation
No. of direct & indirect reports	No reports
Location	The Royal Children's Hospital (RCH), Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE Context

Victorian Paediatric Rehabilitation Service

The Victorian Paediatric Rehabilitation Service (VPRS) is a state-wide specialist service which caters for the complex rehabilitation needs of children and adolescents after major injury, medical illness, and congenital conditions who undergo interventions aimed at maximising function. The VPRS has 8 sites Monash Health, Eastern Health, Bendigo Health, Barwon Health, Ballart Health, Goulbourn Valley Health, Latrobe Regional Hospital and The Royal Children's Hospital. VPRS utilises a child and adolescent specific interdisciplinary care model according to best practice and will assist in delivering hospital, community and home-based services. The service has a key role in providing long-term specialist follow-up clinics and ensuring transition to adult-based services where required.

Further information on VPRS is available at <http://www.vprs.org.au>

ROLE PURPOSE

The position of the Administration Coordinator is a customer service role involving a high level of interaction with patients, their families and the VPRS-RCH team. They are responsible for all routine outpatient bookings for the rehabilitation service and coordination of rehabilitation interventions such as the botulinum toxin injection lists. The coordinator organises complex patient bookings and is in regular liaison and coordination with other RCH departments. The Administration Coordinator is the main point of contact for the VPRS-RCH for the public and other professionals.

KEY ACCOUNTABILITIES

Administration

- Timely processing of orders for outpatient appointment bookings
- Ensure that electronic staff booking templates are updated (including clinician annual leave)
- Utilise and support communication systems, including timely and accurate review of information impacting team operations and understanding of business requirements
- Assist in the induction and training of new staff according to documented procedures and work practices and demonstrate active team member participation to ensure ongoing excellence in service delivery and team work.
- Identify any perceived risks in line with operational and financial challenges and bring to the attention of the Director of Rehabilitation as necessary.
- Other relevant duties in relation to departmental administration to allow efficient departmental running such as ordering of stationary and entering invoices RCH procurement systems.
- Deal with advanced enquiries relating to VPRS-RCH either via phone calls, email or in person
- Actively manage booking of complex referrals, orders work queues and wait lists for VPRS-RCH
- Share best practice with other Administration Coordinators
- Responsible for ensuring electronic medical record billing processes are in place

- Participate in data reporting as directed by the rehabilitation manager / director – may include reporting of Victorian Integrated Non-Admitted Health (VINAH) and National Weighted Activity Unit (NWAU)
- Escalate issues to Manager VPRS/ Director VPRS-RCH / Statewide manager VPRS

Customer Service

- Always ensure excellence in customer service
- Provide cover to Customer Services Team if required
- Work closely with Customer Services Team and ensure they are updated of any changes
- Help in the education of key internal stakeholders regarding the business requirement for VPRS-RCH
- Provide expertise and guidance to VPRS-RCH on the electronic management and patient booking system
- Champion the VPRS-RCH within the Allied Health and specialist clinic B administrative team
- Ensure that high quality of customer service is provided to both patient and families and to VPRS-RCH staff

Quality

- Participate in activities including performance reviews and personal development plans; training and team activities as scheduled
- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate
- Ensure compliance with leave management – planned and unplanned, rosters, breaks and coverage, and backfill arrangements are followed in line with RCH procedure to ensure optimum service delivery coverage is always maintained
- Manage the VPRS database entry for referrals
- Participate in VPRS-RCH team meetings
- Instigate and actively participate in process improvement initiatives

QUALIFICATIONS AND EXPERIENCE

Essential

- Base grade administration experience
- Customer service orientated
- Previous experience of setting up new systems and processes
- Strong interpersonal skills

Desirable

- Previous experience in an outpatient clinic setting
- Previous experience working in a health care setting and electronic medical record systems

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KEY SELECTION CRITERIA
<ul style="list-style-type: none"> • Structured approach to tasks, organises and prioritises works and meets deadlines • The ability to critically think, question and reflect • Possess, demonstrate and apply effective communication and interpersonal skills • Flexible 'can do' approach to work demands - balancing competing and conflicting priorities • Proactive approach to process improvement and problem resolution • Quality focus – always striving for excellence • Ability to work independently and contribute in a team setting • High attention to detail and coordination of administration tasks

OTHER REQUIREMENTS
<ul style="list-style-type: none"> • Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment • Employees are required to maintain a valid Working with Children Check throughout their employment • A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable) • Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION
<p>All employees are required to adhere to the Royal Children's Hospital Values:</p> <ul style="list-style-type: none"> • Curious - We are creative, playful and collaborative • Courageous - We pursue our goals with determination, ambition and confidence • Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together • Kind - We are generous, warm and understanding <p>RCH COMPACT</p> <p>All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.</p> <ul style="list-style-type: none"> • We do better work caring for children and families when we also care for each other • I bring a positive attitude to work – I share, I laugh, I enjoy other's company • I take responsibility for my behaviour and its impact on others

- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

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

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- 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

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTIQI community and people with disability.

Position description last updated

Jan 2025