# Position Description

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| **Position title** | Administration Officer |
| **Department / Division** | Adolescent Medicine (YPHS)/ Medicine |
| **Classification** | Grade 2 Level 1 - Grade 2 level 5<br>(AO21 - AO25) |
| **Position reports to** | Operational: Operations Manager |
| **No. of direct & indirect reports** | 0 |
| **Location** | 19 King Street, Melbourne and 2 Gatehouse Street Parkville. |
| **Risk category** | Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE) |

## The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is *a world where all kids thrive.*

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.

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.

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/.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at www.rch.org.au

## ROLE CONTEXT

The Department of Adolescent Medicine Young People's Health Service (YPHS) is a community based primary health care service for young people between the ages of 12 and 24 years who are experiencing homelessness and/ or marginalisation. YPHS is part of the RCH Department of Adolescent Medicine, and is one of a range of support services located at Melbourne City Mission's Frontyard Youth Services. The YPHS team provide direct primary care to young

people, work collaboratively with other agencies, provide secondary consultation, and deliver professional development in young people's health. Clients of YPHS often have multiple and complex health needs and present from a wide variety of cultural backgrounds. This position will work between YPHS clinic location 19 Kings Street, Melbourne and William Buckland House, 2 Gatehouse Street Parkville.

## ROLE PURPOSE

The Administration Assistant provides administrative support to the Nurses, Fellows and Health Medical Officer located at Front Yard and supports the day-to-day running of YPHS while working on a broad range of responsibilities.

## KEY ACCOUNTABILITIES

**Customer service**

- Provide high level customer service to internal and external stakeholders and respond to phone and group email enquiries in a timely manner
- Build and maintain key working relationships across RCH and Front Yard Youth Services
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach to all interactions

**Administration**

- Provide administrative support to the YPHS Nurses, rotating Fellows and Health Medical Officer
- Provide orientation, obtain logins and request access to systems for all new staff, Fellows and HMO's at YPHS
- Register new patients and update existing patient information on IBA
- Check patient immunisations records on AIR and update Air for immunisations administered in clinic
- Schedule Australia Post courier collections
- Monitor and maintain stationery and clinic supplies
- Maintain YPHS program folders on teams
- Update the YPHS internal and external website
- Organise Bio Med equipment testing for new and existing items in clinics
- Check and fix any critical errors appearing on the CMXL report
- Other administrative tasks as directed by YPHS Nurses or Operations Manager

**Teamwork**

- Participate in activities including performance reviews, training and team activities and provide regular administrative updates
- Actively participant in department and team meetings
- Work in collaboration with Adolescent Medicine Admin team members providing cover to Adolescent Medicine Department as required

**Financial Management**

- Follow relevant workflows including invoicing and reconciliation with support from Operations Manager.

## QUALIFICATIONS AND EXPERIENCE

**Essential:**

- Demonstrated experience in using various computer applications, including Microsoft Office Programs and teams.
- Ability to handle confidential and sensitive information with discretion

**Desirable:**

- Experience using an Electronic Medical Record system, IBA, AIR and other databases.
- Experience working in a tertiary hospital
- An understanding of the healthcare sector

## KEY SELECTION CRITERIA

- Previous experience providing administration support to a small team
- Ability to interact and communicate with clients and clinicians in an appropriate and professional manner.
- High level attention to detail
- Well-developed computer skills and the ability to enter data accurately
- Effective time management skills with a proven ability to manage competing demands, adapt flexibly to changing priorities, and perform well under pressure
- Proven ability to work with initiative, autonomy, and as part of a team
- Ability to handle confidential and sensitive patient information with discretion
- Enthusiasm to learn new skills and technology within the scope of the position
- Demonstrated ability to trouble shoot and resolve issues
- Experience working within a hospital/healthcare environment
- Previous experience generating reports

## OTHER REQUIREMENTS

- 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

All employees are required to adhere to the Royal Children's Hospital Values:

- 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

**RCH COMPACT**

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- 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 LGBTQI community and people with disability.**

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| **Position description last updated** | June 2026 |