

Position Description

Position title	Customer Service Officer
Department / Division	Allied Health Administration Department Ambulatory Services Division
Classification	Grade 1 Year 1 – Grade 1 Year 2 (AO11 – AO12)
Position reports to	Operational: Customer Services Team Leader Professional: Manager, Allied Health Administration & Specialist Clinic B
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, 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)

<p>The Royal Children's Hospital</p> <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>
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ROLE PURPOSE

The Customer Services Officer is a frontline customer service role involving a high level of interaction with patients and their families, medical and nursing staff. Responsible for ensuring the efficient and effective operation of the Specialist Clinics Desk B Reception, Service Centre, and the Allied Health Call Centre, performing all the responsibilities and duties required.

KEY ACCOUNTABILITIES

Call Centre

- Manage large number of inbound and outbound calls in a timely manner
- Identify caller's needs, by listening, clarifying information and providing a solution
- Respond promptly to calls received and escalate complex calls appropriately
- Redirect calls appropriately to clinicians and take messages when required

Service Centre

- Actively monitor EPIC referrals and orders work queues, and ensure bookings are prioritised and booked within required timescales
- Book clinic appointments in line with documented booking procedures and clinic templates
- Monitor EPIC in-basket messages and action items accordingly - scheduling messages and clinician availability
- Monitor VINAH errors and take corrective action to resolve the errors
- Process orders for supplies and other administrative requests as required
- Ensure office supplies are maintained to support staff and operational needs
- Provide backup support to reception and call centre to achieve daily targets

Reception

- Management of a reception area as per local procedures, e.g., set-up, patient check-in & standard patient id
- Meet and greet patients in a friendly and helpful manner
- Schedule follow-up appointment bookings or discharge and manage walk in referrals as per local procedures
- Ensure reception and waiting area is kept clean & tidy
- Answer incoming calls and deal with enquiries
- Process EPIC Portal applications in line with RCH policy
- Follow emergency procedures for clinician's safety and their own personal safety

General

- Maintain quality standards through active participation in regular audits, quality checks and feedback
- Actively contribute to continuous improvement strategies and participate in project team activity as requested
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate
- Participate in activities including performance reviews and development plans; training and team activities as scheduled
- Ensure compliance with leave management for planned and unplanned, rosters, breaks and coverage, and backfill arrangements are followed in line with RCH procedure to ensure optimum service delivery coverage is maintained at all times
- 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 teamwork

- Identify any perceived risks in line with operational challenges and bring to the attention of the Customer Services Team Leader as necessary
- Other relevant duties as directed

QUALIFICATIONS AND EXPERIENCE

Essential:

- Previous experience working in a busy front line customer service-based role or call centre environment
- Demonstrated experience in using computer applications Microsoft Office 365

Desirable

- Previous experience working in a health care setting
- Previous experience in an outpatient clinic setting

KEY SELECTION CRITERIA

- Strong customer service focus and commitment to providing quality customer service with demonstrated ability to relate to people from various backgrounds.
- Communication and interpersonal skills characterised by patience, clarity, and empathy at a personal, written and telephone level.
- Ability to use tact, diplomacy and negotiating skills when handling difficult customers to achieve a positive outcome.
- Ability to develop and maintain positive working relationships with staff from other departments and work in conjunction with them to ensure smooth operation of a Customer Service Centre.
- Ability to maintain productive and efficient output in a busy work environment.
- Good listening skills and the ability to work under pressure
- Numeracy skills, attention to detail and keyboard skills
- The ability to think critically, question and reflect
- Able to exercise good time-management skills and prioritisation between competing tasks
- Flexible approach to work demands
- Professional demeanour
- Ability to work and contribute in a team setting
- Positive attitude and outlook
- Commitment to the organisation goals and values

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" procedures

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.

Position description last updated

September 2024