Position Description

Position title	Clerical Team Coordinator
Department / Division	Health Information Services/Strategy, Planning and Performance
Classification	Grade 3 Level 1 – Grade 3 Level 5 AO31 – AO35
Position reports to	Operational: Senior Health Information Manager
No. of direct & indirect reports	Day shift Clerical Team Leader – 8.23 FTE Out of hours Clerical Team Leader – 5.47 FTE
Location	The Royal Children's Hospital, 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

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

As the Clerical Team Leader you will oversee and supervise the day-to-day functions of the clerical team. Reporting to the operational Senior Health Information Manager, you will provide effective guidance and allocation of tasks to the clerical team to ensure departmental KPIs are achieved.

ROLE PURPOSE

As the Clerical Team Leader you will be responsible for the day-to-day functions of the clerical team. This will involve overseeing and supervising the day-to-day functions in the management and maintenance of the physical and electronic medical record, and maintaining the quality and integrity of patient information. It will also involve working as part of a team, as well as autonomously, to supply medical records and information to our internal and external clients, which is vital in supporting the provision of quality patient care.

KEY ACCOUNTABILITIES

Leadership

- Supervise and support System Support Officers and Medical Record Clerks
- Provide advice and guidance based on established and documented procedures and work practices
- Oversee the induction and training of new staff according to documented procedures and work practices
- Assist in monitoring and reporting key performance indicators

Customer Service

- Provide a high level of customer service to patients and families, and to internal and external stakeholders
- Respond professionally and promptly to any complaints or concerns regarding the delivery of service and escalate to the Senior Health Information Manager if unable to resolve
- Answer general department enquiries either via the phone or clients presenting in person
- Build and maintain working relationships with key stakeholders across the organisation
- Review and investigate relevant consumer feedback and work with the Senior Health Information Manager to provide an appropriate response within a timely manner and identify improvement opportunities

Administration

- Develop weekly rosters for allocation of clerical duties
- Ensure adequate staffing levels are maintained in response to planned and unplanned leave
- Manage staff leave requests, and ensure electronic timesheets are completed within the required Payroll deadlines
- Coordinate clerical workflows to ensure timelines are achieved
- Ensure all clerical service requirements are met
- Ensure workload is distributed equitably and fairly across team and monitor team performance
- Other duties as directed consistent with the employee's skill level and classification

Quality

- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback
- Lead the ongoing development, review and maintenance of administrative processes and improvements to communication methods
- Actively participate and contribute to continuous improvement and education opportunities
- Identify, support, and lead ongoing improvement opportunities
- Identify staff knowledge gaps and work with the Senior Health Information Manager to ensure relevant development opportunities are made available
- Identify any perceived risks in line with operational challenges and action or escalate as appropriate
- Perform all scanning, release of information, medical records management, chart corrections, patient registration and other clerical/administrative tasks in accordance with departmental procedures and practices

Teamwork

- Assume a leadership role in maintaining a strong and positive team environment
- Liaise with Managers to facilitate effective communication between clerical and managerial staff
- Listen to team members' feedback and resolve any issues or conflicts
- Work in collaboration with team members to complete set tasks and meet timelines
- Promote and demonstrate active team participation to ensure ongoing excellence in service delivery and teamwork
- Ensure hand over between shifts is thorough and informative to facilitate continuity in workflow
- Participate in department/team meetings where appropriate

Financial Management

- Monitor stationery requirements and order supplies as required
- Adhere to financial procedures and policies

QUALIFICATIONS AND EXPERIENCE

Essential:

- Administration training with several years' experience or equivalent work experience
- Demonstrated proficiency in the use of established administrative processes
- Demonstrated commitment to work and contribute as part of a team

Desirable:

- Experience in a team leadership role
- Experience working in a health care setting
- Experience in using electronic medical record, document management and patient administration systems

KEY SELECTION CRITERIA

- Demonstrated experience in working autonomously as well as part of a team
- Ability to co-ordinate tasks, prioritise workload and competing demands, and work to timelines
- Highly developed verbal communication and interpersonal skills with ability to interact effectively with a variety of stakeholders
- Excellent communication skills
- Well-developed attention to detail
- Ability to work unsupervised
- Competent level of computer/web skills, including Microsoft Office 365 and Adobe Acrobat Pro

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.**

Position description last updated	**June 2025**