

## Position Description

<b>Position Title</b>	Emergency Department Clerk
<b>Department / Division</b>	Emergency Department/Critical Care
<b>Classification</b>	Grade 1 Year 1 – Grade 1 Year 5 (AO10 – AO12)
<b>Position reports to</b>	Administration Manager, Emergency Department
<b>No. of direct &amp; indirect reports</b>	n/a
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk Category</b>	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](http://www.rch.org.au)

### ROLE PURPOSE

The purpose of this position is to provide frontline customer service for patients and families presenting to the Emergency Department and clerical support to the clinical team.

### KEY ACCOUNTABILITIES

**Operational:**

- Work within a team environment to provide a high-level customer focused administrative function, representing the Emergency Department.
- Be the first point of contact for the Emergency Department receiving telephone enquiries and person to person contact.
- Be responsible for the accurate and timely entering of information into the hospital database, ensuring adherence to department procedures.

**Administration**

- Register patients attending the Emergency Department.
- Develop and maintain strong working relationships and key internal and external stakeholders.
- Work collaboratively within a multidisciplinary team to ensure efficient and effective service delivery.
- Accurate use of the Medical Record System, ensuring patients are given all required information including private and public admissions processes within the hospital.
- Coordinate the discharge process for patients from the Observation Unit.
- Liaise with bed allocation staff to ensure efficient transfer of patients to wards.
- Process after-hours elective admissions.
- Contribute to the continuous improvement of processes and procedures within the department to assist in effective and efficient operations.
- Arrange outpatient appointments as required.
- Participate in projects as requested by the Department Manager.
- Assist with additional administrative tasks as requested, within the scope and skill set of this role.
- Complete any relevant Health Information Services scanning.

**Customer Service**

- Meet and greet patients and families in a friendly and helpful manner.
- Ensure excellence in customer service at all times.
- Provide exceptional customer service to patients and families responding to enquiries and providing accurate information.
- Check and update patient details.
- Answering and actioning desk phone calls.
- Assist patients and families with finding their way.
- Book clinic appointments in line with documented booking rules and clinic templates.

**General**

- Demonstrated ability to build and maintain working relationships with key internal and external stakeholders.
- Ensure Reception and working area is kept clean & tidy.
- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback.
- Attend and participate in daily huddles as per roster.
- 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.
- 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.
- Other duties as directed consistent with the employee's skill level and classification.

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Strong customer service focus
- Demonstrated ability to work and contribute as part of a team
- Proven experience working in a busy front line customer service role dealing with large volumes of people
- Demonstrated experience in using various computer applications, including Microsoft office programs

### Desirable:

- Experience and the ability to learn new computer systems
- Knowledge of medical terminology
- Experience working in a health care setting

## KEY SELECTION CRITERIA

- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers
- Demonstrated ability to cooperate and work well with others in the pursuit of team goals
- Strong organisational skills
- Demonstrated ability to trouble shoot and resolve issues
- Highly developed verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders
- Highly developed attention to detail
- Flexible approach to work demands
- Ability to handle confidential and sensitive information and situations with discretion

## 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's Check throughout their employment
- A current, full drivers 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:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

### 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**

**November 2023**