

Position Description

Position title	Office Coordinator
Department / Division	Paediatric / Division of Surgery
Classification	Grade 4 Year 1 – Grade 4 Year 5 (AO41 – AO45)
Position reports to	Head of Department, Paediatric Surgery
No. of direct & indirect reports	NA
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

<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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<p>ROLE PURPOSE</p> <p>The Department of Paediatric Surgery provides quaternary diagnostic and treatment surgical services for infants, children and adolescents. The Office Coordinator is a key administrative leadership position responsible in managing the administration requirements for all members of the department, and assisting the Clinical Director in the</p>

efficient management of the department to optimise quality patient care. This position oversees and ensures the delivery of professional and high quality customer service for the patients and their families, and the Paediatric Surgery team. The Office Coordinator liaises with internal and external stakeholders including Senior Management.

KEY ACCOUNTABILITIES

Customer Service / Stakeholder Management

- Provide a high level of customer service to patients, parents and other stakeholders
- Oversight for preparation and delivery of prompt and professional internal and external communications
- Maintain a healthy, professional working relationship with internal and external stakeholders of Paediatric Surgery
- Work in collaboration with multidisciplinary team including medical, nursing, allied health and administration staff within the Department
- Provide advice, guidance and support to Departmental staff and ensure adherence with policy and procedures and relevant legislation

Administration

- Manage administration workflows to ensure optimal outcomes within prescribed timelines
- Lead the ongoing development, review and maintenance of administrative and office management systems and improved communication mechanisms including new technologies
- Maintenance of office and clinical documentation supplies
- Coordinate and manage the timely allocation of external referrals to the Department and monitor their efficient triaging and booking
- Coordinate consultant's leave to maintain the clinical effectiveness of the department
- Organise meetings within the Department including technical support, providing agendas and the taking of minutes
- Adhere to financial policies
- Raise tax invoices and pay invoices as required
- Provide direct support to the Clinical Director for the coordination, organisation and documentation of Departmental activities
- Provide administration support to other members of the Department as directed
- Other duties as directed, consistent with the employee's level of skill, and classification

Quality

- Active participation in quality improvement activities that arise from time to time such as clinical service improvements/developments, staff development and performance appraisal.

General

- Actively participate and contribute to a culture of continuous improvement and continuing education opportunities
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork

- Draw to the attention of the Head of Department any decisions that may have a detrimental effect on staff within the department
- Be aware of and work in accordance with Hospital policies and procedures, including Occupational Health and Safety, Equal Employment Opportunity and Confidentiality.

Leadership

- Identify areas of workflow improvement within the Department and work with the Clinical Director to provide
- Work closely with the Head of Department to develop annual improvement priorities for the department and monitor successful achievement within the Department.
- Demonstrate active involvement in the preparation of the departmental long-term strategy and priority plan which is monitored twelve monthly. This may include the undertaking of investigations and analysis of organisational issues
- Oversee the day-to-day activities of registrar staff within the Department to ensure efficient allocation of resources for optimal patient care
- Lead the management and coordination of day-to-day staffing problems within the junior medical staff

People Management

- Manage the recruitment and direct the appointment of Registrar and Fellow staff working within the Department in collaboration with the Junior Rotating Medical Staff unit
- Assist staff and patients with problems, and recommend action or refer to the Head of Department as appropriate

QUALIFICATIONS AND EXPERIENCE

Essential:

- 2-3 years experience in a similar role
- Tertiary qualifications in a related field along and/or relevant industry experience
- Demonstrated ability to engage and build strong relationships
- Demonstrated commitment to lead and contribute as part of a team
- Demonstrated proficiency in the use of established administrative processes • Experience in continuous improvement

Desirable:

- An understanding of the healthcare sector

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 lead others in the pursuit of team goals
- Excellent organisational and planning skills

- Excellent verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders
- Highly developed attention to detail
- Ability to handle confidential and sensitive information with discretion
- Highly developed organisational and planning skills
- Ability to work with initiative, autonomy and lead a team
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area of expertise;

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 LGBTIQI community and people with disability.

Position description last updated

February 2024