Position Description

Position title	Administrative Officer
Department / Division	Specialist Clinics / Ambulatory Services
Classification	Grade 2 Level 1 – Grade 2 Level 5 (AO21 – AO25)
Position reports to	Administration & Operations Manager – Specialist Clinics
No. of direct & indirect reports	Nil
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)

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

Ambulatory Services is one division of the RCH and is predominantly focused on community-based care and outpatient services. Ambulatory Services works closely with the other divisions within RCH including Critical Care, Surgery and Medicine to enable our patients to remain at home. Due to the nature of Ambulatory Services, there is significant

administrative responsibilities including referral management, community visit planning, patient arrivals and departures etc.

ROLE PURPOSE

The position of Administrative Officer is a front-line customer service role involving a high level of interaction with patients and their families, medical, nursing and allied health staff, with a core focus on telehealth coordination. The position is responsible for providing telehealth patients with the same level of customer service at the time of their appointment as our face-to-face patients. This includes demographic checks and compliance with other processes. The role requires a high level of insight into the technical processes of telehealth consultation platforms, including the registration of new users and troubleshooting of issues in the space. The role will carry an appropriate portfolio of administrative work to support the efficient operations of Specialist Clinics, for example expired referral management, telehealth usage optimisation or waiting list auditing.

KEY ACCOUNTABILITIES

Administration

- Compliance with standard operating procedures
- Review of standard operating procedures in relevant portfolios with updates made in collaboration with other key stakeholders including administrative team, Specialist Clinics management and IT
- Complete relevant work queue requirements
- Accurate and timely data analysis and input
- Analyse information, then clearly and accurately communicate information, or make recommendations to peers or supervisor
- Co-ordinate administrative workflow for telehealth patient check in, appointment scheduling and auditing to ensure optimal outcomes within prescribed timelines

Customer Service and stakeholder management

- Strong customer service with demonstrated ability to build and maintain key working relationships across the organisation and ensuring a high level of service to stakeholders
- Provide high level customer service to patients through various communication methods including but not limited to telehealth platforms, written and verbal communication and face-to-face customer service
- Maintenance of internal and external communications including email, phone, face-to-face and other electronic platforms
- Compliance with related demographic checks, and consent processes

Teamwork

- Actively participate as part of a team to ensure ongoing excellence in service delivery and contribute to continuous improvement
- Demonstrated ability to co-operate and work well with others in the pursuit of team goals

Quality

- Actively contribute to continuous improvement strategies within relevant portfolios
- Conduct auditing processes related to various processes including timely access of care and telehealth platform usage
- Participate in activities including performance reviews and development plans; training and team activities as scheduled
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate
- Assist with monitoring and reporting on key service indicators

QUALIFICATIONS AND EXPERIENCE

Essential:

- Experience working in and contributing as part of a team
- Competency and efficiency in Microsoft Office (365)
- Experience in the healthcare sector or other similar large complex organisation

Desirable:

- Previous administrative role with experience in database management and booking systems
- Understanding of healthcare sector

KEY SELECTION CRITERIA

- Ability to work independently and accurately with detailed information
- Proactively take responsibility for the completion of tasks within required timeframes
- Developed organisational skills
- Well-developed written and verbal communication skills
- Demonstrated strong attention to detail
- Work in collaboration with other services to ensure key objectives are met
- Experience working with multiple stakeholders

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
- 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	**July 2025**