Position Description

Position title	Administration Coordinator
Department / Division	Infectious Diseases/ Medicine
Classification	Grade 4, Year 1 – Grade 4, Year 5 (AO41 – AO45)
Position reports to	Director Infectious Diseases
No. of direct & indirect reports	Nil
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

The Department of Infectious Diseases sits within the Division of Medicine at The Royal Children's Hospital (RCH) and provides specialist clinical consultation, antimicrobial stewardship and infectious diseases advice across the hospital and to healthcare providers throughout Victoria. The Department supports the care of children and adolescents with complex infections, including those with cancer, organ and stem cell transplants, and other

immunocompromising conditions. In addition to clinical service delivery, the Department has a strong focus on education, research, quality improvement and innovation, with a strategic commitment to strengthening statewide services, improving antimicrobial use and delivering safe, evidence-based care. The Administration Team Coordinator plays an important role in supporting the efficient operation and ongoing development of the Department.

ROLE PURPOSE

The Administration Team Coordinator provides effective administrative coordination and day-to-day support to the Infectious Diseases Department at RCH, ensuring efficient operations, high-quality customer service, and the delivery of responsive administrative services to support clinical, education and research activities.

KEY ACCOUNTABILITIES

Administrative

- Coordinate and oversee the day-to-day activities and workload of the administrative team to ensure efficient service delivery within established timeframes.
- Provide guidance, support and technical leadership to staff, promoting collaboration, accountability and a high standard of service.
- Coordinate recruitment processes for JMS and SMS, including advertising requests, interview arrangements, applicant communication, appointment documentation and onboarding, in partnership with the Director, Medical Workforce and relevant RCH teams.

Stakeholder management

- Deliver high-quality customer service to patients, families, clinicians and internal and external stakeholders.
- Establish and maintain effective working relationships and facilitate timely, accurate communication across Infectious Diseases and more broadly RCH.
- Manage confidential and sensitive information in accordance with RCH policies, procedures and relevant legislation.
- Coordinate administrative workflows and departmental activities to ensure priorities and deadlines are met.
- Provide advice, guidance and support to the team regarding administrative processes, systems and established procedures.
- Identify and resolve routine operational issues, escalating complex matters where appropriate.

Financial Management

- Assist with monitoring and reporting on administrative performance indicators, workloads and service requirements.
- Maintain accurate records and prepare reports to support operational planning and decision-making.
- Monitor budget performance and resource utilisation within the area of responsibility.
- Support financial administration and escalate budget variances or resource concerns to the relevant manager.

Quality

- Review, develop and maintain administrative processes to improve efficiency and service delivery
- Identify opportunities for process improvement and contribute to departmental projects, quality improvement and professional development.

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary qualifications with 2-3 years' relevant industry experience
- Demonstrated ability to engage and build strong relationships
- Demonstrated commitment to lead and contribute as part of a team
- Experience in continuous improvement

Desirable

- An understanding of the healthcare sector

KEY SELECTION CRITERIA

- Exceptional written and verbal communication, interpersonal and presentation skills, and an ability to interact with a variety of stakeholders.
- Demonstrated ability to build rapport, negotiate and maintain effective relations with key stakeholders and work collaboratively with a wide range of people.
- Demonstrated ability to work with initiative, autonomy and lead others within a small team environment
- Excellent organisational and planning skills
- Proven capabilities in effective resource allocation and management

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	**October 2026**