Position Description

Position title	Administration Officer
Department / Division	Interpreter Services / Communications Division
Classification	Grade 2 Year 1 – Grade 2 Year 5 AO21- AO25
Position reports to	Manager Interpreter Services
No. of direct & indirect reports	N/A
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

The RCH Interpreters Services team is responsible for facilitating the provision of language translation and interpreting services for culturally and linguistically diverse (CALD) patients, families and carers as well as those from

deaf and blind communities. The Interpreter Services works closely with Nursing, Allied Health and Medical teams to provide a comprehensive and timely service to both inpatients and outpatients of the RCH.

The RCH Interpreter Services sits within the Partnerships and Consumer Engagement department, as part of the Communications division. The department works with consumers and community members to design and deliver programs and initiatives that support best in class patient care and consumer experience at the RCH.

ROLE PURPOSE

The Administration Officer provides vital administrative support to the Interpreter Services team by facilitating the delivery of translation and interpreting services across the RCH. The role acts as a key point of contact for staff, translators and interpreters, as well as patients and families. Working closely with the Booking Officer, the role delivers a range of administrative and operational duties including the coordination of booking requests, data entry, accounts and record management and workflow support.

KEY ACCOUNTABILITIES

Customer Service

- Ensure requests for translators and interpreters are promptly, timely and courteously coordinated, demonstrating fiscal responsibility and sourcing the most appropriately qualified translator or interpreter via the most appropriate service channel, eg, telephone, Telehealth or Face to Face.
- Effectively answer and respond to all phone calls, emails and online requests in a professional and timely manner.
- Build strong relationships with key stakeholders (hospital staff, suppliers and community) by establishing and maintaining regular and clear communication.
- Support in-house and agency translators and interpreters by coordinating booking requests, providing booking information and following up on queries. efficiently and effectively.
- Maintain a high standard of customer service at all times by responding to feedback and escalating enquiries, concerns and complaints in a timely, professional and appropriate manner.

Administration

- Provide comprehensive administrative support including data entry, document preparation, email correspondence, information management and general office administration.
- Maintain accurate and up-to-date information within the hospital's electronic medical record system (incl EPIC and IBA) and interpreter booking systems, ensuring data integrity and compliance with relevant policies and procedures.
- Assist with the collection and preparation of service activity data, reports and other administrative documentation.
- Process invoices and other financial administration tasks in accordance with organisational policies and procedures.
- Other duties as directed consistent with the employee's skill level and classification.

Quality

- Manage sensitive documentation and information appropriately, confidentially and securely, ensuring compliance with confidentiality and privacy obligations and other relevant legislative requirements.
- Support the ongoing development, review and maintenance of administrative processes and team communication mechanisms.
- Actively participate and contribute to continuous improvement activities and continuing education opportunities.
- Ensure accurate data entry of relevant information to maintain databases allowing for optimal service delivery and improvements.

Teamwork

- Demonstrate active team member participation to ensure ongoing excellence in service delivery and the building of a collaborative team environment.
- Demonstrate sensitivity to ethical and multicultural issues by working in a culturally sensitive manner.

QUALIFICATIONS AND EXPERIENCE

Essential

- Demonstrated experience in an administrative, customer service or office support role.
- Proven ability to provide high-quality administrative support in a busy and customer-focused environment.
- Demonstrated proficiency in the use of Microsoft Office applications and administrative information systems.

Desirable

- Experience working within a healthcare, community services or public sector environment.
- Experience using computer applications, including but not limited to MS Office products and electronic medical record systems (e.g. EPIC and IBA).
- Knowledge of interpreter services or an understanding of the needs of culturally and linguistically diverse (CALD) patients and families.

KEY SELECTION CRITERIA

- Demonstrated experience in providing administrative support within a busy customer-focused environment.
- Well-developed organisational and time management skills, with the ability to manage competing priorities and meet deadlines.
- Demonstrated ability to communicate effectively and professionally with a diverse range of stakeholders.
- Proven ability to work collaboratively while also undertaking tasks independently within established procedures.
- Strong attention to detail and ability to maintain accurate records and data entry processes across multiple systems.
- Ability to handle confidential and sensitive information with discretion and professionalism.

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	**November 2026**