

Position Description

Position title	Patient Flow Officer.
Department / Division	Day Cancer Centre, Ambulatory Division.
Classification	A031 Grade 3 Year 1 – A035 Grade 3 Year 5
Position reports to	Nurse Unit Manager, Day Cancer Centre
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	C

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</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>

ROLE PURPOSE
<p>The Patient Flow Officer is a pivotal frontline customer service role that involves extensive interaction with patients, families, and multidisciplinary healthcare teams, including medical, nursing, and allied health staff. Acting as the primary point of contact for patients and families prior to attending the Day Oncology service, this role is instrumental in ensuring a seamless and positive experience.</p>

The Patient Flow Officer is responsible for developing and maintaining an efficient booking and preadmission service for patients accessing Day Cancer Centre services. They will work collaboratively with administrative, medical, and nursing teams to optimise the Day Cancer Centre's capacity, ensuring services are delivered in a timely, patient-centred, and efficient manner.

In addition, the Patient Flow Officer will generate and provide key reports to the Nurse Unit Manager and the Health Information Team, contributing to the ongoing improvement and management of the service. While closely supported by the Nurse Unit Manager, this role requires a proactive, self-motivated individual who can work autonomously, exercising initiative to deliver timely and high-quality services.

KEY ACCOUNTABILITIES

The Patient Flow Officer is responsible for ensuring that day oncology chairs operate at full capacity daily, effectively managing oncology work queues within the RCH electronic medical record (EPIC). This includes the timely and appropriate handling of clinician requests, orders, and in-basket tasks. The role requires the use of the EPIC scheduling template to coordinate appointments for day oncology patients while working closely with medical and nursing staff to schedule patients based on clinical priorities and triage categories.

The Patient Flow Officer plays a critical role in communicating with patients and families, including setting expectations for admissions, confirming attendance to ensure readiness for care, and managing cancellations or rebooking requests. Patients who do not meet National Weighted Activity Unit (NWAU) admission criteria must be identified and redirected to appropriate VINAH clinic funding streams. A high standard of customer service is maintained throughout all interactions with patients and families.

A key component of this role involves initiating and participating in process improvement initiatives to enhance service efficiency and patient outcomes. The Patient Flow Officer is also responsible for escalating unresolved or high-risk issues to the Nurse Unit Manager and generating reports on demand and capacity to identify opportunities to improve patient throughput. Monitoring compliance with relevant DHHS and organisational key performance indicators (KPIs) and collecting data to demonstrate the impact of the role are also critical accountabilities.

In addition, the Patient Flow Officer ensures excellence in customer service and maintains quality standards by participating in audits, quality checks, and responding to feedback. Confidentiality, privacy obligations, and legislative requirements must be always adhered to. Active engagement in performance reviews, development plans, and scheduled training or team activities is essential. The role involves supporting communication systems through the timely and accurate review of information affecting team operations and business requirements.

The Patient Flow Officer also contributes to the induction, orientation, and training of new staff, ensuring that they adhere to documented procedures and work practices. As an active and collaborative team member, the Patient Flow Officer upholds a high standard of service delivery and teamwork to ensure the ongoing excellence of the Day Cancer Centre.

QUALIFICATIONS AND EXPERIENCE

- Proven strong customer service focus and experience
- Demonstrated experience in using computer applications, including but not limited to EPIC, IBA, Q-Flow, Microsoft office
- Previous experience working in a health care setting
 - Previous experience working in a busy front line customer service-based role
 - Desirable :
 - An understanding of oncology services.

KEY SELECTION CRITERIA

- Structured approach to tasks, organises and prioritises work and meets deadlines
- Demonstrated ability to work autonomously
- Possess, demonstrate, and apply effective communication and interpersonal skills
- Flexible approach to work demands - balancing sometimes competing and conflicting priorities
- Proactive approach to process improvement and problem resolution
- Ability to work and contribute in a team setting as well as building strong relationships with 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	Jan 2025.
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