

Position Description

Position title	Customer Service Officer
Department / Division	Gatehouse Sexual Assault Service / Division of Ambulatory Services
Classification	Grade 1, Level 1 – 5 (AO10 – AO12)
Position reports to	Administration Team Leader, Gatehouse Sexual Assault Service
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)

<p>The Royal Children's Hospital</p> <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>

<p>ROLE CONTEXT</p> <p>Gatehouse Sexual Assault Service at RCH provides therapeutic interventions and support for children/young people and their families, who have experienced sexual violence or engaged in harmful or problematic sexual behaviours. Gatehouse is committed to the following pillars of practice:</p> <ul style="list-style-type: none"> • Diversity and inclusion • Trauma model of recovery
--

- Collaborative and integrated service delivery with children, their families and partner agencies
- Child-centred family-focussed ecological model
- Child Rights and justice.

Gatehouse is a Member of Sexual Assault Services Victoria (SASVic) and is made up of multi-disciplinary team members including qualified social workers, psychologists, neuropsychologists, mental health nurses, occupational therapists, play therapists and family therapists.

ROLE PURPOSE

The Customer Services Officer, Gatehouse Sexual Assault Service is responsible for performing a broad range of administrative and customer focused duties, involving a high level of interaction with children, young people and their families and various staff at the RCH. The role is positioned within a team, responsible for ensuring the efficient and effective operation of Gatehouse reception and appointment booking system including all duties and responsibilities required across these functions. The role also provides general administrative support to clinicians, managers and other staff within Gatehouse.

KEY ACCOUNTABILITIES

Customer Service and Administration

- Manage Gatehouse reception desk as per local procedures, e.g. set-up, patient check-in and identification.
- Greet children, young people, and families in friendly and helpful manner.
- Book appointments in line with the department's booking processes and procedures.
- Manage inbound and outbound calls including identifying caller needs, clarifying information if required, providing a solution or outcome and directing calls/enquiries appropriately or escalating appropriately.
- Ensure reception and waiting area is kept clean and tidy.
- Follow procedures for clinician and other staff safety while at reception (e.g. alarms and codes).
- Order administrative supplies via purchasing and financing system.

Quality

- Contribute to the ongoing development, review and maintenance of administrative processes including client bookings and cancellations, communication with clients and office procedures.
- Ensure the integrity of Gatehouse data records through the specific tasks of inputting, filing and monitoring.
- Fulfill Department of Families, Fairness and Housing reporting requirements for Gatehouse including data entry with support from the Gatehouse Administration Team.

Communication and Teamwork

- Interact positively with children, young people, families and RCH staff and clinicians.
- Demonstrated ability to cooperate and work well with others in the pursuit of team goals.
- Actively participate as part of a team to ensure ongoing excellence in service delivery and contribute to continuous improvement.
- Provide cover to ensure reception and administrative duties are fulfilled in staff absences.

QUALIFICATIONS AND EXPERIENCE

Essential

- Previous telephone reception or call centre experience.
- Demonstrated experience in using various computer applications and competent in Microsoft Office suite.

Desirable

- Previous experience working in a busy front line customer service-based role.
- Previous experience working with databases and health record management and booking systems.
- Previous administrative experience in a public hospital or health care setting.

KEY SELECTION CRITERIA

- Demonstrated customer service skills and ability to provide quality and professional customer service to people from diverse backgrounds.
- Demonstrated strong verbal and written communication and interpersonal skills characterised by patience, clarity, and empathy.
- Demonstrated problem solving skills.
- Ability to develop and maintain positive working relationships with colleagues and staff and work effectively as a member of a team.
- Demonstrated time management and organisational skills and the ability to prioritise tasks effectively.

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	December 2024
--	----------------------