

Position Description

Position Title	Customer Services Officer		
Division/Department	Nursing and Allied Health Specialist Clinic B, Administration		
Classification	Grade 1 Year 1 to Year 2 (AO10 – AO12)	Employment Status	Full Time, Ongoing (1.0FTE)
Position Reports to	Customer Services Team Leader		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital

The Royal Children's Hospital (RCH) has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. As a tertiary and quaternary centre, the RCH cares for the most critically ill and medically complex paediatric patients in Victoria. In addition to providing a full range of clinical services, the hospital also supports many health promotion and prevention programs. With more than 6,000 staff, 12 wards and 350 beds, the RCH is the major specialist paediatric hospital in Victoria, and also provides care for children and young people from Tasmania, southern New South Wales and other states around Australia and overseas.

We are the state's busiest paediatric Emergency Department, often experiencing more than 300 presentations on any given day. The RCH is committed to working with health services across the state and plays a significant role in many critical state and nationwide services. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time, for the benefit of all Victorian children. The RCH is committed to the safety and wellbeing of all children and young people. Click here for further information on our Commitment to Child Safety: <http://www.rch.org.au/quality/child-safety>

In April 2016, we became the first Australian hospital to implement the world-leading electronic medical record (EMR) and has a strong focus on supporting the successful delivery of the Parkville Connecting Care program – a shared EMR with The Royal Women's Hospital, The Royal Melbourne Hospital and Peter MacCallum Cancer Centre.

The RCH is located within the Melbourne Biomedical Precinct, which is home to more than 45 world-class biomedical organisations, with collectively more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region.

Further information on the RCH including the new RCH Strategic Plan 2019-21 Great Care, Everywhere is available at www.rch.org.au

ROLE PURPOSE

The position of the Customer Services Officer is a front line customer service role involving a high level of interaction with patients and their families, medical and nursing staff. Specifically, the position is responsible for ensuring the efficient and effective operation of the Allied Health Specialist Clinics Desk B Reception, Call Centre, Appointment Bookings and performing all the responsibilities and duties required to meet the department key performance indicators.

KEY ACCOUNTABILITIES

Effective contribution towards the achievement of administration key responsibilities across reception, call centre, appointment bookings and overall customer service.

Reception

- Meet and greet patients and their families, visitors and staff in a friendly and professional manner
- Check in patients for their appointments as per the Standard Patient ID Check-In procedure
- Manage walk in referrals for appointments on the day as per local procedure
- Schedule follow-up appointment bookings or discharge as per Clinicians' request.
- Ensure reception and waiting areas are maintained in a clean and tidy manner
- Answer telephone calls promptly and handle inquiries with efficiency
- Process RCH Portal applications in line with RCH policy
- Follow procedures for Clinician's safety and their own personal safety whilst at Reception (Alarms & Codes).

Appointments

- Monitor EPIC referrals and orders workqueues ensuring bookings are prioritised and booked within required timescales

- Book clinic appointments in line with documented procedures, clinic templates and clinician availability
- Ensure appointments are booked as per instructions in orders
- Monitor EPIC in-basket messages and action items accordingly
- Monitor VINAH errors and take corrective action as directed in a timely manner.

Call Centre

- Handle calls in a timely and professional manner adhering to Standard Patient ID, paging and messaging processes
- Communicate information accurately to Clinicians
- Direct telephone queries appropriately regarding clinical queries
- Identify needs of the caller by clarifying information when rescheduling or cancelling appointments
- Respond promptly to calls received and escalate complex calls to Team Leader accordingly

General

- Ensure excellence in customer service at all times
- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback
- Actively contribute to continuous improvement strategies and participate in project team activity as requested
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate
- Participate in activities including performance reviews and development plans; training and team activities as scheduled
- Ensure compliance with leave management – planned and unplanned, rosters, breaks and coverage, and backfill arrangements are followed in line with RCH procedure to ensure optimum service delivery coverage is maintained at all times
- Utilise and support communication systems, including timely and accurate review of information impacting team operations and understanding of business requirements
- Assist in the induction and training of new staff according to documented procedures and work practices and demonstrate active team member participation to ensure ongoing excellence in service delivery and team work;
- Identify any perceived risks in line with operational challenges and bring to the attention of the Customer Services Team Leader as necessary
- Other duties as directed relevant to this grade.

QUALIFICATIONS AND EXPERIENCE

Essential

- Previous experience working in a busy front line customer service based role
- Previous telephone or call centre experience
- Demonstrated experience in using various computer applications, including Microsoft office programs
- Demonstrated ability to work and contribute as part of a team

Desirable

- An understanding of the healthcare sector
- Previous experience in an outpatient clinic setting
- Experience in the use of EPIC, IBA or similar applications

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's Check throughout their employment
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

KEY SELECTION CRITERIA

- Strong organisational and time management skills with a flexible approach to work demands
- Well-developed verbal communication and interpersonal skills
- Attention to detail with the ability to interact with a variety of stakeholders
- Strong customer service skills with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to stakeholders

- Clearly and accurately communicate information
- 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.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

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, all members of the LGBTQI community and people with disability.

Position description last updated

January 2021