

Position Description

Position title	Admission / Waitlist Officer
Department / Division	Planned Surgery Unit / Division of Surgery
Classification	Grade 2, Year 1 – Grade 2, Year 5 (AO21 – AO25)
Position reports to	Planned Surgery Nurse Unit Manager
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 <i>a world where all kids thrive</i>. 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
This role supports the Division of surgery meet its planned surgery admission requirements for patients undergoing surgery and/or medical admissions. Reporting to the Planned Surgery Nurse Unit Manager, the role is pivotal in organising patients (families / carers) and admitting them for said procedure.

ROLE PURPOSE

The Waitlist and Admission Officer is a critical operational role responsible for the independent and collaborative coordination of planned surgery, waitlist management, and elective admissions. Operating with a high degree of initiative and autonomy, the position ensures the optimal utilisation of hospital resources, including theatre capacity and patient flow, through expert liaison with multidisciplinary teams and families. The Waitlist Officer serves as a primary point of contact for the patient journey, managing complex scheduling, medical admissions planning, and real-time patient movement (admissions, transfers, and discharges) to support the delivery of high-quality paediatric care.

KEY ACCOUNTABILITIES

- Provide high-level customer service to patients (parents and carers) and stakeholders (nurses, doctors, allied health professionals) while building and maintaining key working relationships across the organisation.
- Responding promptly to enquiries in person, by phone, or via email, and escalating complex issues or patient concerns as required.
- Maintenance of internal and external communications to ensure excellence in service delivery and as per DHS Planned Surgery Access Policy requirements.
- Monitoring and overseeing waitlist referral triage, waitlist integrity, and validation processes to ensure data accuracy.
- Coordinate administration workflow to ensure optimal outcomes within prescribed urgency categorisation.
- Manages work queues, actioning in-basket and secure messages from clinicians.
- Analyse information regarding theatre bookings, medical admissions, surgeon and session availability, and/or cancellations, making recommendations to peers or supervisors to ensure efficient list management.
- Demonstrate proficiency in the use of established administrative processes, including Epic (EMR) and IBA systems, and able to do corrections to data pertaining to the Elective Surgery Information System (ESIS).
- Accurately book and maintain surgical patient waitlist entries in accordance with RCH and Department of Health Planned Surgery Access policy and procedures.
- Work closely with the Hospital Bed Manager, medical specialties and wards to coordinate timely medical admissions and liaise with families on the day of admission.
- Manage the admission, transfer, and discharge of patients within hospital administration systems with a high degree of accuracy.
- Responding to telephone enquiries promptly and politely, releasing information in accordance with the Royal Children's Hospital Confidentiality Policy.
- Maintaining quality standards through participation in regular audits and quality checks.
- Actively contributing to continuous improvement strategies and participating in project team activities as requested.
- Identifying risks and being actively involved in risk mitigation strategies such as timely scheduling of urgent Category one procedures.

Quality & continuous improvement

- Actively contribute to continuous improvement initiatives and participate as part of a team to ensure ongoing excellence in service delivery.
- Follow standard operating procedures and work plans to complete tasks independently while adapting to changing priorities.
- Performing general administration tasks including waitlist auditing and mail management.
- Performing other duties as operationally required, consistent with the employee's skill level and classification.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Proven experience in a busy front-line customer service role dealing with large volumes of work and multiple, competing priorities.
- Demonstrated proficiency in using established administrative processes and computer applications, including Microsoft Office (Outlook, Teams, Excel) and healthcare-specific systems (e.g., EPIC/EMR, Cerner, iPM, or IBA).

Desirable:

- Previous experience in admissions, waitlist management, and a working knowledge of medical terminology.
- Technical or administration training with several years' experience within a healthcare or clinical setting.

KEY SELECTION CRITERIA

- Demonstrated ability to build and maintain working relationships with key internal and external stakeholders.
- Demonstrated ability to work with initiative, autonomy, and as a committed member of a multidisciplinary team.
- Demonstrated ability to work with initiative and autonomy within a multidisciplinary team environment.
- Highly developed organisational and planning skills with the ability to coordinate complex workflows.
- Well-developed verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders.
- Ability to analyse situations or information, clearly communicate findings, and provide high-level administrative support.
- Proven ability to handle confidential and sensitive information with a high degree of discretion.

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

August 2026