

Position Description

Position title	Imaging Services Coordinator		
Department / Division	Medical Imaging Department		
Classification	Grade 3 Year 1 – Year 5 (AO31 – AO35)	Employment Status	Full-Time, Permanent
Position reports to	Clerical Services and Support Manager		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital			
<p>The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere.</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 CONTEXT			
<p>The Medical Imaging Department is pivotal to the RCH by providing medical imaging services to children across Victoria. The Medical Imaging Department sees approximately 80,000 children every year for imaging services with minimal irradiation and discomfort and is performed with specialised paediatric techniques and modern equipment in the best possible surroundings. Our team consists of Medical Staff, Medical Imaging Technologists, Nurses, Clerical staff, Medical Physicists and is well supported by Child Life Therapists, who are all committed to ensure every child and young adult is provided with the best possible care at the RCH. The imaging services we provide include ultrasounds, X-rays, MRI, PET, Nuclear Medicine, CT and much more and we even provide services for children who need to undergo general anaesthesia and sedation for some of our more complex imaging procedures by working closely with the anaesthetic and surgical teams across the hospital.</p>			
ROLE PURPOSE			
<p>The Imaging Services Coordinator will address current service gaps within the Medical Imaging Department by being responsible for the coordination and management of all aspects of patient bookings of RCH paediatric patients who require complex imaging services, (for example, multimodality imaging requiring general anaesthesia, and interventional procedures). The Imaging Services Coordinator will work as part of a specialised administrative team of four to support the existing clerical team with other patient bookings and general administrative tasks, to ensure timely access to medical care of RCH patients.</p>			

KEY ACCOUNTABILITIES

Leadership & Administration

- Coordinate the timely management and processing of all aspects of bookings for paediatric patients who require all modalities of imaging. Process all aspects of bookings for the more complex, often multimodality procedures, including general anaesthetic (GA) procedures, interventional radiology (IR) procedures, magnetic resonance imaging (MRI) and magnetic resonance positron emission tomography (MR PET) procedures, computed tomography (CT) scans and sedations
- Maintain timely and accurate records of patient information when coordinating high volumes of patient bookings
- Ensure the timely scheduling of patient bookings of those patients involved in research studies including those who require GA procedures by closely working with clinical staff across the MID and the hospital
- Participate and attend team and hospital wide meetings relevant to the clinical care of those Medical Imaging patients who require general anaesthesia for diagnostic imaging or interventional radiology procedures
- Attendance and active participation in regular team meetings, and other relevant tasks as directed by supervisor to support the MID and its patients
- Coordinate the timely management of the booking and admission of paediatric patients scheduled for imaging using RCH Technical software which includes Karisma (patient booking system), Synapse (Radiology Imaging viewing platform), EPIC (Electronic Medical record software).
- Actively contribute to continuous improvement strategies, education opportunities and participate in team activities as requested to improve the quality of care of MID patients
- Assist in the provision of data and other records from patient booking systems during team reporting activities
- Undertake additional works as requested by the Clerical Services and Support Manager within the scope and classification capacities of the role

Customer Service & Teamwork

- Provide high level of customer service skills to all patients, families, staff, and other key stakeholders supporting a culture of unity and encouragement
- Work in collaboration with multidisciplinary teams to ensure the timely and effective management of imaging services of paediatric patients
- Establish strong working relationships with administrative, clinical and management staff across the department and between different teams at the hospital through virtual and in-person communication pathways
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork

Organisational and Communication

- Well-developed organisational and planning skills with ability to prioritise workload and competing demands
- Highly developed verbal communication, interpersonal skills, and attention to detail with the ability to interact with a variety of stakeholders that range from clinical teams, fellow administrators to families, and young children

QUALIFICATIONS AND EXPERIENCE

Essential:

- Expertise in working with patient scheduling and health administration software
- Demonstrated experience in utilising technical administrative skills in a health facility
- Excellent oral and written communication skills and advanced problem-solving skills
- Demonstrated commitment to work and contribute as part of a team
- Demonstrated ability to foster positive working relationships and adhere to the RCH values and commit to the RCH Compact
- Highly developed organisational and planning skills with ability to prioritise workload and competing demands
- Strong customer service with a demonstrated ability to build and maintain key working relationships across the organisation and ensure a high level of service to stakeholders such as clinicians, allied health staff, families, and young patients
- Demonstrated ability to cooperate and work well with multidisciplinary stakeholders in the pursuit of team goals

Desirable:

- Experience and/or understanding of public and/or private radiology patient booking processes
- Tertiary qualifications in a related field along and/or relevant industry experience
- Experience and/or understanding of paediatric health facilities
- Experience and/or understanding of Karisma, Synapse and EPIC

KEY SELECTION CRITERIA

- Proven experience in the management of patient bookings in a public health facility
- Strong customer service with demonstrated ability to build and maintain key working relationships across the organisation and ensure a high level of service to customers
- Demonstrated ability to cooperate and work well with others in the pursuit of team goals
- Highly developed verbal communication, interpersonal skills, and attention to detail with the ability to interact with a variety of stakeholders
- Excellent ability to quickly learn and navigate mid-complex level of public health software systems and booking systems
- Ability to handle confidential and sensitive information with discretion
- Highly developed organisational and planning skills
- Ability to work with initiative and ability to identify issues and seek appropriate resolution
- Demonstrated experience in providing advice using established and standardised procedures
- Participate in the rotating roster with the following shift times available:
 - Team 1: 7:30AM – 4:00PM
 - Team 2: 9:00AM – 5:30PM
- Appreciative of and adherent to the RCH Compact

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	
<p>All employees are required to adhere to the Royal Children's Hospital Values:</p> <ul style="list-style-type: none"> • 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 	
<p>RCH COMPACT</p> <p>All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.</p> <ul style="list-style-type: none"> • 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 	
<p>QUALITY, SAFETY AND IMPROVEMENT</p> <p>RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> • 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 	
<p>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.</p>	
Position description last updated	May 2022