

## Position description

<b>Position title</b>	Administration Officer (Research)
<b>Department / Division</b>	Children's Cancer Centre / Medicine
<b>Classification</b>	Grade 2 Year 1 – Grade 2 Year 5 (AO21 – AO25)
<b>Position reports to</b>	Operational: Operations Manager, Children's Cancer Centre Professional: Clinical Research Lead, Children's Cancer Centre
<b>No. of Direct and Indirect Reports</b>	0
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

<b>The Royal Children's Hospital</b>
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</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 <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</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 <a href="http://www.rch.org.au">www.rch.org.au</a></p>
<b>ROLE PURPOSE</b>
<p>The Research Administration Officer will provide administrative support to key leadership and research support staff in the Children's Cancer Centre (CCC) clinical research program. The Research Administration Officer provides direct</p>

administrative support to the CCC Research Leadership team, to enable them to focus and deliver on strategic clinical research activity.

## KEY ACCOUNTABILITIES

### Customer Service/Stakeholder Management

- Provide high level customer service to internal and external CCC and Melbourne Children's Campus (MCC) clinical research stakeholders, including receipt and management of telephone and email enquiries
- Works actively in collaboration with the multidisciplinary team

### Administration

- Effectively utilise and maintain office management systems, and administration processes and workflows
- Develop and review administration workflows to support the delivery of streamlined, coordinated and time-effective outcomes
- Provide direct administrative support to the Research Leadership team within the CCC
- Deliver administrative support in the development and submission of ethics applications to campus Human Research Ethics Committees (HREC), Research Governance Office (RGO) and ongoing ethics and governance approvals with annual reporting
- Assist with the recruitment and onboarding of CCC campus research staff
- Monitor, maintain and update content on the CCC Research website, and support research promotion and dissemination via social media and other platforms
- Effective diary and calendar management, including organising and booking meetings/rooms
- Prepare, disseminate papers for research meetings and other forums, including the documentation of minutes and agreed actions
- Assist with the development and delivery of education and other professional forums e.g. scientific meetings, hosted and/or delivered by the CCC, including event management
- Contribute to effective management of relevant research data management software and systems
- Assist with CCC clinical service administration when during periods of leave for other administrative staff e.g. CCC Office Coordinator
- Other duties as directed, consistent with the employee's skill level and experience

### Quality/Research

- Understand and contribute to regulatory, safety and accreditation requirements and documentation related to clinical research activity

### Financial Management

- Raise purchase requisitions and invoices in accordance with RCH and MCRI financial policies

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Previous experience in an administrative role
- Demonstrated commitment to work and contribute as part of a team
- Demonstrated proficiency in the use of established administrative processes
- Proficient in Microsoft Office computer applications

**Desirable:**

- Previous experience in health care and/or research, including clinical trials

**KEY SELECTION CRITERIA**

- Strong customer service with the demonstrated ability to build and maintain key working relationships with internal and external stakeholders, ensuring a high level of service to customers
- Strong organisational skills
- Excellent verbal and written communication and interpersonal skills, and ability to clearly and accurately communicate information
- Demonstrated ability to manage confidential and sensitive information with discretion
- Ability to understand and follow standard operating procedures and workflows
- Well-developed organisational and planning skills
- Ability to work both autonomously and as part of a team

**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
- 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 LGBTIQI community and people with disability.**

**Position description last updated**

**February 2024**