

Position Description

Position title	PSA Coordinator
Department / Division	Support Services Department, Nursing Services
Classification	Grade 4 Level 1- Grade 4 Level 5 (AO41 – AO45)
Position reports to	Support Services Manager
No. of indirect reports	Approx. 94 FTE
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
<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 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 PSA Coordinator role sits within the Support Services Department under the Nursing Services Division. As part of one of the largest departments at the Royal Children's Hospital—comprising over 260 staff delivering key support functions such as cleaning, ward support, transport, mail, and equipment services.</p>

ROLE PURPOSE

The Patient Service Assistant (PSA) Coordinator is a multifaceted role providing leadership across a range of administrative and operational functions. Effectively leading a 24/7 patient service operation and assisting the team in accordance with hospital objectives. The PSA Coordinator has A high degree of professional judgement with the essential ability to prioritise tasks. The PSA Coordinator is expected to investigate problems and recommend solutions to the Head of Department (HOD), which may require the development and introduction of new policies and procedures.

KEY ACCOUNTABILITIES

Administration

- Provide administration support for the Support Services Manager as directed as well as leave coverage and project support across the scope of responsibilities and functions administered by the Support Services management team.
- Develop and implement efficient office systems in line with departmental needs, as well as deliver day-to-day administrative support to the management team as required.
- Deliver annual performance appraisal and development plans with staff.
- Oversee the planning and development for orientation, training, motivation and appraisal of staff.
- Oversee the management of administrative and policy issues, recommend resolutions.
- Develop and maintain departmental procedure manuals, operating controls, processes and practices in consultation with the HOD.
- Coordinate the procurement of all goods and services required by the department.
- Ensure that the departmental intranet site is reviewed and updated in consultation with the Head of Department as required.
- Attend and coordinate departmental meetings and prepare agenda/minutes.
- Oversee the preparation of business cases with senior management, development and implementation procedures/responsibilities that will improve productivity and implement cost saving opportunities.
- Compile a weekly activity report for senior management (HOD).
- Manage staff to ensure compliance with RCH leave policies and plans.
- Develop and maintain staff working schedules.
- Ensure communication processes are in place so that all staff are kept informed of relevant issues.

Development and Planning

- Oversee the day-to-day activities of staff, determining priorities for both long-term and short-term activities.
- Hold regular discussions to monitor workloads, prioritise tasks and set achievable goals.
- Implement new initiatives in consultation with the HOD.
- Develop and maintain an ongoing program for all staff development including infection control and work procedures.
- Highly developed organisational and planning skills ability to prioritise tasks and manage competing demands, including ADHOC decisions.

Stakeholder Management

- Support the HOD in providing effective leadership to the wider Support Services team supporting a cohesive team environment.
- Understand the importance of innovative thinking in resource-poor, tightly budgeted environments and its application to strategic management planning to help the department better contour its services to meet the changing demands of the hospital.
- Promote a culture of high-level stakeholder and consumer service as a key means of ensuring a positive customer experience.

- Provide effective leadership in accordance with the hospital's global strategic direction and organisational policies and procedures.
- Work collaboratively with the HOD to enforce hospital disciplinary procedures as required. Counsel employees accordingly in line with the hospital's policy and complete necessary documentation.
- Build and maintain effective relationships with relevant (*internal and external*) stakeholders.
- Coordinate the investigation, development and implementation of return-to-work plans for injured workers.
- Keep financials within budget and ensure efficient and effective service delivery to meet KPI standards.
- Implement and set out the annual safety training program for your team.
- Oversee staff recruitment, orientation and training as required.

Quality

- Contribute to strategic and quality management planning and its implementation to help deliver a high-quality service.
- Promote a culture of high-level client service and of continuous improvement.
- Provide and maintain a work environment that is without risk.

Communication

- Highly developed verbal communication, interpersonal skills with attention to detail.
- Ability to communicate with stakeholders and interact at a suitable level.

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary qualifications in a related field and/or relevant industry experience
- Knowledge of Safe Work practices and WH&S policies

Desirable

- An understanding of the healthcare sector

KEY SELECTION CRITERIA

- Demonstrated experience in providing high-level administrative support, with strong organisational and time management skills in a fast-paced environment.
- Excellent written and verbal communication skills, with the ability to build effective working relationships across a range of stakeholders.
- Proven ability to work both independently and collaboratively within a team to support operational objectives.
- Strong problem-solving and analytical skills, with the ability to anticipate needs and respond proactively
- Commitment to supporting the functions and service delivery goals of the Support Services Department.
- Experience in staff management and administration
- Experience in financial management / budgeting
- Demonstrated experience in quality support

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

June 2025