

## Position Description

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| <b>Position title</b>                       | Administration Coordinator                                                                                            |
| <b>Department / Division</b>                | Palliative Care / Division of Medicine                                                                                |
| <b>Classification</b>                       | Grade 5 Level 1 to Level 5 (AO5-AO55)                                                                                 |
| <b>Position reports to</b>                  | Director of Palliative Care                                                                                           |
| <b>No. of direct &amp; indirect reports</b> | NA                                                                                                                    |
| <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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <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 CONTEXT</b>                                                                                                                                                                                                                     |
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| <p>The Victorian Paediatric Palliative Care Program (VPPCP) is an alliance between The Royal Children's Hospital, Monash Health and Very Special Kids, managed by and under the auspices of the RCH. The VPPCP team is comprised of</p> |

medical, nursing, and allied health staff. The Program uses a multi-disciplinary consultation-liaison model of care that provides consultation to health professionals across Victoria in the acute paediatric and community palliative care sectors. Primary responsibility for day-to-day patient care remains with the treating unit and community palliative care team. The VPPCP also manages a Flexible Funding Program which provides funding for services and equipment which families cannot access through other programs. In addition to clinical consultation and liaison, one of the aims of the VPPCP is to build the capacity of the broader health care system to provide the best possible palliative care to children and their families regardless of diagnosis. This is done through education, research and advocacy.

#### ROLE PURPOSE

The role of the Administration Coordinator in the VPPCP is to support the Palliative Care department by establishing and leading key administrative processes and ensuring the efficient operation of the of the Department. Including in assisting with budget management, team recruitment and orientation, coordinating research and education activities, stakeholder engagement, and strategic development activities. The Administration Coordinator will take a key role in coordinating operations, administration , reporting and financial management functions of the Department.

#### KEY ACCOUNTABILITIES

##### Administration and Operational Management:

- Provide administrative support with high-level patient / customer focused reception functions, including answering calls, responding to emails, managing patient enquiries, distribution of messages and providing appropriate advice in line with the department and hospital policies and procedures.
- Coordinate administration workflow to ensure optimal outcomes within prescribed timelines.
- Support Research Projects and reporting requirements as required through discussion with Director of Palliative Care and/or senior staff.
- Assist the department with meetings, education, workshops, diary management, scheduling, preparation of presentations and agendas, follow up on actions arising from meetings to improve the department's clinical and business practices.
- Work in collaboration with multidisciplinary team

##### Business and Financial Management

- Maintain data and report on non-clinical and clinical service activities and operational performance for the Director of Palliative Care and the Department of Health
- Monitor budget performance, prepare financial reports, and provide insights to support decision-making.
- Identify and implement financial efficiencies to optimise departmental sustainability.
- Oversee procurement, inventory maintenance, invoicing, and contract management for departmental resources.
- Assist the Heads of Departments in business planning and operational project management.
- Ensure compliance with financial policies and procedures.

##### Quality & strategic planning:

- Prepare reports on departmental performance indicators and strategic priorities
- Contribute to strategic financial planning to support future departmental growth.
- Participate in workforce planning to meet operational demands and service needs.
- Champion continuous improvement initiatives to enhance service quality and operational efficiency

- Maintain Palliative Care intranet and website and support EMR enhancements specific to departmental needs
- Actively participate and contribute to continuous improvement and continuing education opportunities.

#### **Leadership:**

- Supervise the daily activities of the team, providing guidance and support for effective operations.
- Coordinate recruitment, onboarding, rostering, and professional development, ensuring ongoing staff training.
- Assist the Director of Palliative Care with employee-related matters including employment variations, payroll, leave management, and workforce requirements, including liaison with Human Resource Advisor for advice and support.
- Foster a collaborative and supportive team culture aligned with departmental goals.
- Support and implement change initiatives as directed.
- Build and maintain strong working relationships with a wide range of stakeholders including the senior management of the Melbourne Children's campus partners and key internal and external stakeholders

### **QUALIFICATIONS AND EXPERIENCE**

#### **Essential:**

- Tertiary qualification with a minimum of 4 years' experience in the field or similar role.
- Experience managing a complex program or business function with multiple competing tasks.
- Ability to work autonomously, and within a team.

#### **Desirable:**

- Previous experience in the healthcare setting.
- Proficiency in online financial invoicing systems
- Experience in service activity reporting.

### **KEY SELECTION CRITERIA**

- Demonstrated experience performing a similar role and ability to prioritise conflicting demands whilst maintaining expectations/timelines with internal and external stakeholders.
- Facilitate a strong customer service culture with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers.
- Excellent interpersonal and communication skills both written and verbal using a variety of methods such as verbal and ICT platforms (email and instant messaging) with the ability to interact with a variety of stakeholders demonstrating excellent attention to detail.
- Demonstrated proficiency in the use of established administrative processes and office based technologies (eg. Microsoft suite), and ability to contribute to their continuous improvement
- Demonstrated ability to work with initiative, autonomy and lead others in the pursuit of team goals.
- Excellent organisational and planning skills with ability to prioritise workload and competing demands.
- Ability to handle confidential and sensitive information with discretion.
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area of expertise;
- Strong understanding of how processes and techniques interact with other related functions.
- Experience working in public health or a public sector organisation.

- Ability to work under pressure and be flexible with changing priorities.
- Highly motivated individual who can recognise opportunities for improvement and develop new procedures.
- Excellent analytical and problem-solving skills with a proactive approach to problem resolution.
- Proven capacity for leadership in a team environment and ability to work well as a senior team member.

#### 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.**

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| Position description last updated | September 2025 |
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