

## Position Description

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| <b>Position title</b>                       | Administration Officer  |
| <b>Department / Division</b>                | Complex Care Hub, Ambulatory Services   |
| <b>Classification</b>                       | Grade 2<br>Year 1- Year 5<br>(A021 -A025)   |
| <b>Position reports to</b>                  | Nurse Unit Manager, RCH Complex Care Hub  |
| <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 |

### The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.

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](http://www.rch.org.au)

### ROLE CONTEXT (Optional)

The Royal Children's Complex Care Hub is an interdisciplinary service that coordinates the health care experiences for complex patients and their families. Patients with complex needs frequently require multiple teams, advanced technology and medical equipment to support their care needs, both within the hospital, community and at home.

### ROLE PURPOSE

The purpose of this role is to support the Royal Children's Complex Care Hub program to provide an integrated, coordinated and family centred approach to care and treatment for identified complex patients. This role will assist the Complex Care Hub team by promoting effective communication and collaboration. This role provides administrative support and data management for the Complex Care Hub program and will assist in the optimisation of efficiency by centralising tasks. This role is a front-line customer service role involving interactions with patients and their families.

### KEY ACCOUNTABILITIES

- Tracking of on-road staff
- Work in partnership with the multidisciplinary team to provide competent and efficient administrative
- Triage and action contacts from patients and families
- Directs clinical questions to the relevant member of the team
- Facilitate and manage training, assessment and bookings for in-home services
- Liaison with families and clinics to coordinate appointments and minimise hospital attendance
- Management and organisation of specialist clinic appointments
- Liaise with EDC about supplies and consumables
- Assist to build a knowledge base about community services and hospital resources available for families
- Assist with data collection and collation of program measures
- Coordinate administration workflow to ensure optimal output within prescribed timelines
- Ensure that patient data is recorded and maintained
- Manage accounts received and invoicing
- Contribute to the ongoing development of administrative processes that promote improved communication and collaboration
- Maintenance of internal and external communications in line with departmental and organisational changes
- Participation in quality improvement activities and continuing education opportunities

### QUALIFICATIONS AND EXPERIENCE

Essential:

- Demonstrated proficiency in the use of established administrative processes
- Demonstrated customer service skills
- Demonstrated commitment to work and contribute as part of a team
- Experience in using Microsoft Office 365, including but not limited to the Electronic Medical Record

Desirable:

- Relevant tertiary qualification

### KEY SELECTION CRITERIA

- Highly developed organisational and planning skills
- Ability to multi-skill between tasks according to priorities
- Highly developed communication and interpersonal skills
- Ability to work with initiative, autonomy and as part of a team

- Demonstrated time management and prioritisation skills
- Ability to work co-operatively and give assistance as required
- • Enthusiasm to learn new skills and technology within the scope of the position

#### 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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| <b>Position description last updated</b> | <b>September 2024</b> |
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