

Position Description

Position title	Administration Officer
Department / Division	Children's Cancer Centre / Medicine
Classification	Grade 3, Level 1 – Grade 3, Level 5 (AO31 to AO35)
Position reports to	Operations Manager, Children's Cancer Centre
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	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 <i>a world where all kids thrive</i>. 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

ROLE CONTEXT
The Children's Cancer Centre (CCC) is the only provider of complex children's cancer care and stem cell transplantation in the state of Victoria. The CCC is recognised as an international leader in the research and treatment of childhood cancer, and many children receive ongoing treatment and/or active patient follow up. The CCC is one of the largest departments in the RCH. There is a large multidisciplinary team that supports the patients

and families requiring care from the CCC. The Administration Officer role supports the key clinical and leadership staff in the CCC.

ROLE PURPOSE

The Administration Officer will provide administrative support to key clinical and leadership staff in the Children's Cancer Centre (CCC) including the Senior Medical Staff, Nurse Practitioners and Clinical Nurse Consultants.

The Administration Officer will liaise closely with the relevant department administration, medical and nursing staff to ensure that the capacity of the CCC clinical team is maximised and patients and families' care is organised in a timely and patient-centred way. This role will be closely supported by the tumour stream Clinical Nurse Consultants and Nurse Practitioners, although will require the successful applicant to work autonomously, using their initiative to provide a timely service.

KEY ACCOUNTABILITIES

Customer service

- Provide high level of customer service skills to all patients, families, staff, and other key stakeholders supporting a culture of unity and encouragement
- Manage patient cancellations and rebooking requests
- Attendance at weekly planning meetings to assist the Clinical Nurse Coordinators and Nurse Practitioners with their care coordination
- Ensure excellence in customer service at all times
- 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

Administration

- Effective diary and calendar management, including organising and booking meetings/rooms
- Assist with the development and delivery of education and other professional forums e.g. meetings, hosted and/or delivered by the CCC, including event management
- Assist the team during periods of leave for other administrative staff e.g. CCC Office Coordinator
- Provide direct administrative support to the Director and Operations Manager, where required

General

- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback.
- Actively participate and contribute to continuous improvement
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate
- Participate in activities including performance reviews and development plans; training and team activities as scheduled
- Assist in the induction and training of new staff according to documented procedures and work practices
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork
- Ensure a high quality of customer service is provided to both patient and families

- Instigate and participate in process improvement initiatives
- Establish standardised processes and procedures
- Support the education of key internal stakeholders regarding the business requirement for departments/clinics

QUALIFICATIONS AND EXPERIENCE

Essential:

- Technical/ administration training with several years' experience or equivalent work experience in similar administrative roles with strong customer service focus.
- Demonstrated experience in using computer applications, including but not limited the Microsoft Office suite, and Electronic Medical Records systems.

Desirable:

- Previous experience working in a healthcare setting

KEY SELECTION CRITERIA

- Structured approach to tasks, organises and prioritises work and meets deadlines
- Demonstrated ability to work autonomously
- Possess, demonstrate, and apply effective communication and interpersonal skills
- Flexible approach to work demands - balancing sometimes competing and conflicting priorities
- Proactive approach to process improvement and problem resolution
- Ability to work and contribute to a team setting as well as building strong relationships with stakeholders

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 LGBTIQI community and people with disability.

Position description last updated

February 2025