

Position Description

Position title	Administration Officer
Department / Division	Specialist Clinics / Access & Clinical Operations
Classification	Grade 1, Level 1- Grade 1, Level 5 (A010-A012)
Position reports to	Operational: Administration & Operations Manager, Specialist Clinics Professional: Team Leader, Specialist Clinics
No. of direct & indirect reports	Nil
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

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

ROLE CONTEXT

Ambulatory Services is one division of the RCH and is predominantly focused on community-based care and outpatient services. Ambulatory Services works closely with the other divisions within RCH including Critical Care, Surgery and Medicine to enable our patients to remain at home. Due to the nature of Ambulatory Services, there is

significant administrative responsibilities including referral management, community visit planning, patient arrivals and departures etc.

The Specialist Clinics Administrative team provide essential support across all aspects of outpatient workflows. This includes tasks such as referral management, appointment check in, making or rescheduling appointments, MBS compliance and customer support.

ROLE PURPOSE

The Administrative Officer – Specialist Clinics is a front-line customer service role involving a high level of interaction with patients and their families, medical, nursing and allied health staff. The position is responsible for providing patients and their families with excellent customer service through all interactions with the Specialist Clinics team. This includes ensuring compliance with required processes through following appropriate standard operating procedures.

Perform and coordinate all administrative functions to support referral management, waitlist maintenance, triage, scheduling, and patient flow processes across specialist clinics and related services.

KEY ACCOUNTABILITIES

Administration

- Following standard operating procedures to complete tasks as directed
- Completing referral receipt, registration, and discharge administrative tasks in accordance with established procedures and access policies.
- Monitoring and overseeing triage, waitlist integrity, and validation processes, ensuring data accuracy and compliance with the Specialist Clinics in Victorian Public Hospitals Access Policy.
- Managing and actioning work queues, error files, expired or duplicate referrals, and VINAH dataset corrections within required timeframes.
- Scheduling, rescheduling, and cancelling clinic appointments based on booking rules, templates, and clinical prioritisation, including support for telehealth consultations.
- Maintaining up-to-date patient and clinic information in EPIC and other relevant systems and ensuring accurate documentation of communications and call information.
- Managing correspondence and communication with clinicians and staff via email, in-basket messages, paging, and switchboard operations, including maintaining directories and emergency call records.
- Supporting patient admissions (e.g., to Bilby ward), and other administrative duties as required to ensure efficient clinic operations and quality patient service delivery.

Customer Service

- Provide a friendly and welcoming first point of contact for patients and families, always ensuring excellence in customer service.
- Manage patient check-in, positive patient identification, and demographic updates in accordance with RCH procedures.
- Respond promptly and professionally to enquiries received in person, by phone, or via email, routing or escalating issues as required.
- Assist with wayfinding and support patients and families to navigate services effectively.
- Process EMR Portal applications, manage “walk-in” referrals, and book appointments in line with established booking rules and clinic templates.
- Monitor and action EMR in-basket items, including scheduling messages and clinician availability.

- Liaise with families and carers to obtain updated referrals or required documentation.
- Prioritise and respond to internal emergency calls, ensuring appropriate paging and communication with relevant teams.
- Maintain a courteous, empathetic, and solution-focused approach in all interactions to enhance the overall patient and family experience.

Team work

- Set up clinic rooms and ensure workstations and waiting areas are clean, tidy, and welcoming.
- Attend and actively participate in daily huddles, team meetings, and scheduled training or development activities.
- Follow procedures to ensure clinician safety and personal safety at Reception, including alarms and emergency codes.
- Contribute to continuous improvement initiatives and participate in project teams as requested.
- Comply with confidentiality, privacy, and other legislative obligations relevant to the role.
- Assist in the induction and training of new staff according to documented procedures and work practices.
- Perform other duties as directed, consistent with the employee's skills, classification, and role requirements.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Demonstrated ability to work and contribute as part of a team

Desirable:

- An understanding of the healthcare sector

KEY SELECTION CRITERIA

- Possess and demonstrate effective communication and interpersonal skills.
- Exhibit strong customer service skills, professionalism, and a positive demeanour.
- Apply good time management and prioritisation to manage competing tasks effectively, with a flexible approach to changing work demands.
- Demonstrate problem-solving abilities, including troubleshooting and resolving issues independently.
- Work effectively both independently and as part of a team, contributing positively to team outcomes.
- Adapt to a rotating roster operating on a 24/7 basis, maintaining performance with minimal supervision

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

October 2025