

Position Description

Position title	Administration Assistant
Department / Division	Gynaecology / Division of Surgery
Classification	Grade 2, Year 1 – Grade 2, Year 5 (AO21- AO25)
Position reports to	Project Lead
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 Kids and Teens Pelvic Pain clinical network is a newly established, RCH-led initiative designed to deliver a coordinated, evidence-informed model of care for children and young people experiencing pelvic pain, including heavy and painful periods and vulval pain.

The service will operate through a hub-and-spoke outpatient model, with RCH functioning as the central hub for intake, triage, specialist care, and system leadership, supported by a network of partnered “spoke” services delivering care closer to home.

This role sits within the Gynaecology service and plays a critical function in supporting the design, establishment, implementation and ongoing management of the service, with a strong focus on partnerships, coordination, and performance.

ROLE PURPOSE

The Administration Assistant will support the implementation and ongoing operation of the Kids and Teen Pelvic Pain clinical network, with a strong focus on client contact and booking management, service coordination and program delivery across the hub-and-spoke model. This includes assisting data collection in line with service requirements

KEY ACCOUNTABILITIES

Stakeholder Management

- Participate in collaborative, multidisciplinary relationships across internal and external stakeholders to enable integrated and accessible care
- Provide expert advice, guidance and clear communication to stakeholders on service pathways, referral processes and program delivery
- Provide high level customer service to patients and stakeholders
- Provide advice, guidance and support and ensure compliance with policy and procedures.
- Development and maintenance of internal and external communications.

Administration

- Analyse information, then clearly and accurately communicate information, or make recommendations to peers or supervisor
- Assist with quality improvement audits
- Support rollout and operationalisation of client data collection and record keeping in line with program timelines and strategic priorities
- Assist intake, triage, booking and referral processes, ensuring efficient and equitable access to care
- Follow policies, procedures and service resources to support patients, families and referrers
- Identify opportunities for innovation and contribute to business cases to enhance service effectiveness and sustainability

Quality

- Support implementation of quality improvement and evaluation frameworks to ensure high standards of care and service delivery
- Monitor and report on service performance, including access, utilisation, outcomes and patient experience
- Drive continuous improvement initiatives and ensure service delivery aligns with best practice and organisational standards
- Support an environment of continuous improvement

- Actively contribute to continuous improvements to service delivery, funding and research possibilities

Teamwork

- Work collaboratively with all team members
- Maintain a culture that encourages positive working relationships, a safe workplace, financial responsibility, innovation and productivity improvement
- Work under general direction to broad direction.
- Promote a culture of innovation, continuous improvement and positive working relationships

QUALIFICATIONS AND EXPERIENCE

Essential:

- Relevant industry experience
- Highly developed interpersonal and communication skills, critical thinking and negotiation skills as well as project planning and the ability to think strategically
- An understanding of the healthcare sector

Desirable:

- Experience with Redcap and RCH medical record system – EMR.

KEY SELECTION CRITERIA

- 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
- Demonstrated experience working 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
- Excellent verbal communication, interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Ability to handle confidential and sensitive information with discretion
- Demonstrated ability to respond flexibly to customer 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.

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

July 2026