

## Position Description

<b>Position title</b>	Family Healthcare Support Administration Coordinator		
<b>Department / Division</b>	Family Healthcare Support		
<b>Classification</b>	Grade 3 Year 1 – Year 5 (A031 – A035)	<b>Employment Status</b>	Part-Time, fixed term
<b>Position reports to</b>	Manager, Family Healthcare Support		
<b>No. of direct &amp; indirect reports</b>	N/A		
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville		

### The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere.

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 PURPOSE

The Royal Children's Hospital Family Healthcare Support team employs support workers throughout the state to provide healthcare support to eligible families in the home or community setting. The Family Healthcare Support team works in close partnership with the RCH Complex Care Hub and other ambulatory services.

The Administrative Coordinator is primarily responsible to provide administrative support for the department, in line with RCH-wide philosophy and culture of patient and family centred care, vision and values. The role will also provide administrative data management for the Family Healthcare Support team and assist the Manager in the optimisation of this service. The role includes front line customer service involving a high level of interactions with families.

### KEY ACCOUNTABILITIES

#### Administrative

- Review, modify, design, implement and effectively maintain office management systems, and administration processes for the

#### Family Healthcare Support team

- Coordinate administrative workflow to ensure optimal outcomes within required timelines
- Be responsible for appointment scheduling, organise monthly meetings, diary management, prepare agendas and minute taking
- Act as a source of expertise, applying knowledge of departmental and hospital wide policies to guide work for Family Healthcare Support staff
- Assist in the effective and efficient operation of the department and participate in projects as requested
- Coordination of recruitment: including booking of interviews, rooms and preparation of group assessment material. Participation in group interviewing process and reference checking

#### **Quality**

- Assist in monitoring and reporting on key performance indicators and other data entry as required
- Actively participate and contribute to continuous improvement and continuing education opportunities
- Prepare monthly data reports
- Provide support to Family Healthcare Support projects to improve service delivery
- Assist in monitoring staff compliance with RCH and department level training requirements

#### **Customer Service / Stakeholder Management**

- As first point of contact for the department, provide a high-level service to all internal and external stakeholders, ensuring that all email and phone-based queries reach a resolution in line with departmental processes and procedures.
- Establish and maintain communication and consultation with all Departmental staff and other key stakeholders (hospital and community)
- Work in partnership with families and assist in scheduling of in-home healthcare support
- Develop a sound understanding of client groups and their service requirements to ensure their needs are met

#### **Leadership / Support of Systems**

- Key resource for electronic medical record enhancements for Family Healthcare Support
- Promote and support the use of Office 365 resources as a cohesive communication and information sharing strategy
- Create and manage channels in MS Teams to improve collaboration and information sharing
- Compose and disseminate departmental bulletins

#### **Teamwork**

- Demonstrated active team member participation to ensure ongoing excellence in service delivery and teamwork
- Other duties as directed consistent with the employee's skill level and classification

### **QUALIFICATIONS AND EXPERIENCE**

#### **Essential:**

- Demonstrated commitment to providing quality service to patients and families
- Demonstrated proficiency in the use of established administrative processes
- Proficiency in use of MS Office365 platform including MS Teams, word processing, spreadsheets
- Awareness of community care agencies and support workforce

#### **Desirable:**

- Previous experience as an Office Admin in a hospital/healthcare setting
- Demonstrated experience in using computer applications, including EPIC
- Experience or understanding of recruitment processes

## KEY SELECTION CRITERIA

- Excellent interpersonal skills, being able to build rapport with internal and external stakeholders, as well as patients and families
- Ability to multitask and deal with competing demands
- Demonstrated ability to co-operate and work well with others in the pursuit of team goals
- Demonstrate initiative and forward thinking
- Demonstrated ability to build and maintain working relationships with key internal and external stakeholders
- Proactive approach to process improvement and problem resolution
- Highly developed organisational and planning skills
- Highly developed verbal and interpersonal skills and attention to detail
- Demonstrated experience in providing advice using established and standardised procedures
- Ability to handle confidential and sensitive information with discretion

## 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's Check throughout their employment
- Employees are required to maintain a valid National Worker Screening Check (NDIS) 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:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

### 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**

**November, 2021**