

Position Description

Position title	Administration Coordinator
Department / Division	Cardiology, Division of Surgery
Classification	Grade 3 Level 1 – Grade 3 Level 5 (AO31 – AO35)
Position reports to	Director of Cardiology
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
<p>The Royal Children's Hospital's (RCH) vision is a world where all kids thrive.</p> <p>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.</p> <p>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.</p> <p>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/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE PURPOSE
<p>The purpose of this position is to provide high level administrative support within the Cardiology Department ensuring excellence in customer service and quality standards. This role will provide confidential and complex administration support to the Department Director and six consultants, along with management of bookings and referrals for 35 – 40 regional clinics.</p>

KEY ACCOUNTABILITIES

Customer Service / Stakeholder Management

- Provide confidential administration support including diary management and correspondence assistance for six consultants.
- Main point of contact in the Cardiology Department for families, internal and external health professionals, cardiology clinicians and fellows.
- Coordinate prescriptions, pathology, and other request forms between doctors and families.
- Support the clinical work undertaken within the Cardiology Department by assisting with medical reports, correspondence, and papers for cardiologists in a confidential and sensitive manner.
- Responsible for the maintenance and distribution of on-call rosters for the department.
- Build and maintain working relationships with key internal and external stakeholders to ensure streamlined, accurate and timely administration.

Financial Management and Reporting

- Coordinate expenses for consultants and physiologists relating to peripheral clinics.
- Coordinate expense reimbursements for consultants and generate invoices and receipts as required.
- Monitor timesheet completion of Fellows and coordinate submissions to payroll.

Administration

- Coordinate all aspects of Outreach Clinics for 35 - 40 clinics per year including liaising with centres, consultant travel and patient lists.
- Ensure all processes for clinics are monitored and recorded within hospital guidelines.
- In consultation with consultants, manage end to end process for catheter surgery bookings.
- Liaise with and advise families of the child's inclusion on the waiting list & mail information pack for completion.
- Assist with accommodation in care by parent or Ronald McDonald and patient travel. Prepare and send all required paperwork to families on child's surgery when scheduled.
- Liaise with Medical imaging regarding patients to be booked for MRI.
- Undertake other duties as directed consistent with the employee's skill level and classification.

QUALIFICATIONS AND EXPERIENCE

Essential

- Several years' experience in a similar role
- Demonstrated strong administration and organisational skills
- Demonstrated experience in Microsoft Office 365
- Experienced in the terminology and referral processes for patient management

Desirable

- Experience in hospital administration systems, EPIC, IBA, Cardio base
- Previous experience in surgical booking processes

KEY SELECTION CRITERIA

- Proven ability to provide confidential administrative support at a senior level and to develop innovative solutions to administrative issues.

- Work in collaboration with multidisciplinary team.
- Excellent time management, prioritising, and organisational skills with the ability to balance competing demands and conflicting priorities.
- The ability to work without direct supervision, exercise initiative and discretion where appropriate.
- Demonstrated ability to build and maintain effective relationships with other departments to support the achievement of team objectives and goals.
- Strong interpersonal and communication skills to interact with patients and clinicians in an appropriate and professional manner.
- Strong attention to detail in terms of accuracy and entirety of information.
- Highly developed verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders.
- Working knowledge of medical terminology and hospital systems.
- Demonstrated ability to cooperate and work well with others in the pursuit of team goals.

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

May 2023