

## Position Description

<b>Position title</b>	Administration Coordinator- PIPER Outreach education
<b>Department / Division</b>	Paediatric Infant Perinatal Emergency Retrieval Service (PIPER)
<b>Classification</b>	Grade 4 Level 1 to Grade 4 Level 5 (AO41-AO45)
<b>Position reports to</b>	Director, PIPER
<b>No. of direct &amp; indirect reports</b>	n/a
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

<b>The Royal Children's Hospital</b>
<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 <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</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 <a href="http://www.rch.org.au">www.rch.org.au</a></p>

## ROLE CONTEXT

RCH is responsible for the governance of PIPER - the statewide emergency retrieval service. PIPER improves health outcomes through the provision of emergency and non-emergency patient transport services for sick babies, children and high risk pregnant women throughout Victoria. Outreach education to support clinicians to manage these patients is an integral part of the PIPER service in line with the RCH strategic priority to support an integrated paediatric service system.

## ROLE PURPOSE

The main purpose of the Administration Coordinator PIPER Outreach role is to provide high-level administrative and management support to PIPER predominantly for, but not exclusive to, PIPER Paediatric and Neonatal Education to enable the team to focus on operational, strategic and clinical issues. The role is responsible for the design, development, coordination and evaluation of courses in collaboration with the Neonatal and Paediatric outreach education team, and is the primary contact for Victorian and interstate licence holders of the PIPER neoResus program, the most widely used neonatal resuscitation program in Australia.

## KEY ACCOUNTABILITIES

### Administration:

- Coordinate, manage and maintain the PIPER outreach education programs for external stakeholders
- Provide administrative leadership in the design and development of innovative education programs that address the emerging requirements of stakeholders across the state of Victoria
- Maintain relevant and up to date content and communication streams via PIPER website (intranet), Eventbrite and the PIPER Outreach Education website
- Lead the ongoing development, review, modification and design of administrative processes for PIPER Paediatric and Outreach Education
- Assess and prioritise incoming papers, emails and telephone enquiries and take follow up action by replying to and processing correspondence ensuring optimal outcomes within prescribed timelines
- Assist the PIPER outreach teams when presenting online programs when required - monitoring chat function and questions and creating breakout rooms
- Ensure payment of invoices for PIPER outreach education as directed by the PIPER Director and the PIPER Leadership Team in accordance with RCH financial policies
- Create and process purchase requests for materials, consumables and equipment as required by the department.
- Assist with PIPER Administration when PIPER Neonatal Administrator on leave
- Other duties as directed, which are consistent with the employee's skill level

### Quality and Leadership:

- Coordinate the evaluation and review of each education program and prepare reports of key performance indicators to heads of department
- Identify, support and lead ongoing improvement opportunities for Outreach Education programs
- Provide technical leadership and IT support to PIPER staff
- Actively participate and contribute to continuous improvement and continuing education opportunities
- Prepare, collate and distribute reports for PIPER Education as required
- With the PIPER Quality Officer, maintain the PIPER Paediatric database and use this information to support research, education and conference presentations by staff at RCH

### **Customer Service and Stakeholder Management**

- Provide high level customer service to patients and stakeholders through excellent communication and interpersonal skills
- Build and maintain strong working relationships with internal and external stakeholders
- Establish and maintain communication and consultation with all Departmental staff and other key stakeholders in the hospital, community, and the Department of Health
- Respond promptly to internal and external enquiries and routine requests regarding courses, escalating any issues as necessary to ensure provision of accurate information in a timely way
- Work in collaboration with multidisciplinary team of clinical educators, medical and nursing practitioners

### **QUALIFICATIONS AND EXPERIENCE**

#### **Essential**

- Tertiary qualifications in a related field along and/or relevant industry experience (minimum 2-3 years).
- Demonstrated experience with eLearning platforms, Content and Learning Management systems.
- Demonstrated experience in using computer applications, including but not limited to Microsoft Office 365 suit.

#### **Desirable**

- Experience with electronic document management systems and administrative systems
- An understanding of the healthcare sector
- Knowledge managing Eventbrite booking system
- Experience in providing administrative support to project management activities

### **KEY SELECTION CRITERIA**

- High level computer skills and demonstrated ability to learn new programs
- Well developed oral and written communication skills
- High level of accuracy and attention to detail
- Ability to manage a number of priority matters contemporaneously
- Demonstrated problem solving skills
- Effective time management, organisation and prioritization skills
- Ability to work autonomously and within a team environment
- Ability to exercise initiative where appropriate
- Organisational awareness and stakeholder management expertise
- Excellent interpersonal skills and demonstrated ability to build and maintain working relationships with key internal and external stakeholders, as well as patients and families .
- Proactive approach to process improvement and problem resolution.
- 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 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.**

<b>Position description last updated</b>	<b>Jan 2024</b>
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