

Position Description

Position title	Administration Officer - Activity Optimisation
Department / Division	Ambulatory Services / Division of Access and Clinical Operations
Classification	Grade 3 Year 1- Grade 3 Year 5 (AO31- AO35)
Position reports to	Ambulatory Governance Partner
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 Royal Children's Hospital (RCH) is required to accurately capture, report and optimise clinical activity across a range of funding and reporting requirements, including Victorian Integrated Non-Admitted Health (VINAH) and Medicare Benefits Schedule (MBS) activity. Accurate activity data supports funding outcomes, operational decision making and compliance requirements. To strengthen activity optimisation, data quality and reporting accuracy, RCH is establishing an Activity Optimisation function within Ambulatory Services. The Activity Optimisation Officer will support improvements in activity capture, reporting processes and compliance, working closely with operational teams, Finance Manager and Finance billing teams to optimise activity outcomes.
ROLE PURPOSE
The Activity Optimisation Officer supports the delivery of activity optimisation initiatives that improve the accuracy, completeness and compliance of clinical activity capture, reporting and funding processes. This role works collaboratively with clinical, administrative and operational teams to undertake data quality reviews, activity reconciliation, reporting and process improvement activities across key activity and funding streams, including VINAH and Medicare Benefit Schedule (MBS). The role contributes to the development of reporting, identifies trends and opportunities for improvement, assist with resolving activity data quality issues, and supports the implementation of initiatives that strengthen data accuracy, reporting compliance and operational efficiency.
KEY ACCOUNTABILITIES
Customer Service/ Stakeholder management • Provide high level customer service to patients and stakeholders • Maintain internal and external relationships through communications (written, verbal and online) in line with departmental changes, initiatives and general improvements • Work in collaboration with multidisciplinary teams • Undertake any other duties within skill level as directed by the Ambulatory Governance Partner Administration • Coordinate administration workflow to ensure optimal outcomes within prescribed timelines • Undertake reviews of clinical activity, billing data and workflows to identify opportunities for improved MBS revenue capture • Review and investigate activity related errors, including VINAH and Medicare Benefit Scheule (MBS) issues, and support resolution of contributing factors • Support the review of referral requirements and documentation to improve billing readiness and compliance • Escalate to management identified issues or areas for improvement, training and education • Ability to search, reference and analyse VINAH documentation in order to ascertain the most appropriate course of action Quality

- Lead the ongoing development, review and maintenance of administrative processes and improved communication mechanisms relating to VINAH and Medicare Benefits Schedule (MBS) at RCH
- Actively participate and contribute to continuous improvement and continuing education opportunities

Leadership/ Strategy

- Assist leadership team in data collection and reporting
- Contribution to the education and training of admin teams to reduce error creation
- Participate in quality improvement activities and continuing education opportunities

QUALIFICATIONS AND EXPERIENCE

Essential:

- Technical/ administration training with several years' experience or equivalent work experience
- Proficient computer skills, with demonstrated experience in using administrative applications

Desirable:

- An understanding of the healthcare sector
- Experience with an Electronic Medical Record or similar program
- Experience in and understanding of mandated health data sets such as VINAH or MBS
- Experience in continuous improvement

KEY SELECTION CRITERIA

- Demonstrated ability to cooperate and work well with others in the pursuit of team goals
- Demonstrated proficiency in the use of established administrative processes
- Ability to handle confidential and sensitive information with discretion
- Highly developed verbal communication, interpersonal skills and attention to detail with the ability to interact with a variety of stakeholder
- Highly developed organisational and planning skills
- Ability to identify issues and seek appropriate resolution
- Excellent appreciation of data integrity and data definitions
- Excellent problem solving and proactive solution development

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

August 2026