

## Position Description

<b>Position title</b>	Administration Officer		
<b>Department / Division</b>	Mental Health, Division of Medicine		
<b>Classification</b>	Grade 2 Year 1 – Year 5 (AO21-AO25)	<b>Employment Status</b>	Full Time 1.0 FTE with an ADO
<b>Position reports to</b>	Administration Coordinator		
<b>Location</b>	The Royal Children's Hospital, Community Sites		

<b>The Royal Children's Hospital</b>
<p>The Royal Children's Hospital (RCH) has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. As a tertiary and quaternary centre, the RCH cares for the most critically ill and medically complex paediatric patients in Victoria. In addition to providing a full range of clinical services, the hospital also supports many health promotion and prevention programs. With more than 6,000 staff, 12 wards and 350 beds, the RCH is the major specialist paediatric hospital in Victoria, and also provides care for children and young people from Tasmania, southern New South Wales and other states around Australia and overseas.</p> <p>We are the state's busiest paediatric Emergency Department, often experiencing more than 300 presentations on any given day. The RCH is committed to working with health services across the state and plays a significant role in many critical state and nationwide services. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time, for the benefit of all Victorian children. The RCH is committed to the safety and wellbeing of all children and young people. Click here for further information on our Commitment to Child Safety: <a href="http://www.rch.org.au/quality/child-safety">http://www.rch.org.au/quality/child-safety</a></p> <p>In April 2016, we became the first Australian hospital to implement the world-leading electronic medical record (EMR) and has a strong focus on supporting the successful delivery of the Parkville Connecting Care program – a shared EMR with The Royal Women's Hospital, The Royal Melbourne Hospital and Peter MacCallum Cancer Centre.</p> <p>The RCH is located within the Melbourne Biomedical Precinct, which is home to more than 45 world-class biomedical organisations, with collectively more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region.</p> <p>Further information on the RCH including the new RCH Strategic Plan 2019-21 Great Care, Everywhere is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p>

#### ROLE PURPOSE

The position of the Administration Officer is a front-line customer service role involving a high level of interaction with families, clinicians, other Mental Health teams, departments within RCH and external agencies. Specifically, the position is responsible for ensuring the efficient and effective operation of the Mental Health administration services, located at our community sites - Travancore, St Albans and Hopper's Crossing campuses, performing all the responsibilities and duties required.

#### KEY ACCOUNTABILITIES

##### Operational:

- Work within a team environment to provide a high-level customer focused reception and administrative function, representing the Mental Health team
- Be the first point of contact for Mental Health receiving telephone enquiries and person to person contact
- Deal with and escalate as required, patient concerns or issues

##### Administration:

- As first point of contact for the department, provide a high-level service to all internal and external stakeholders, ensuring that all queries are actioned in line with departmental processes and procedures within a timely and professional manner
- Provide timely administrative support for the Community team to meet KPI obligations for processing referrals and confirming appointments
- Utilisation of the Electronic Medical Record system to schedule appointments, creating and updating clinicians' schedules and managing incoming orders and work queue tasks
- Data entry for word, excel, photocopying, emailing, sending letters and compiling relevant clinical documentation in preparation for assessments
- Assist with training of administrative staff members
- Purchasing and maintenance: maintaining stationary supplies, equipment replacement and repairs as required
- Work effectively in concert with the Team Coordinator and Administration Coordinator to administer site management functions
- Participate in maintenance and usage of site pool vehicles
- Support the Coordinators to ensure timely processing of all financial transactions and management of accruals, liaising with finance department where necessary
- To provide onsite and offsite (i.e., within other mental health community teams) administrative cover as directed by the Administration Coordinator. This position is expected to cover leave at other sites when required.

##### Customer Service:

- Attend and follow up on enquiries from families and external agencies, including collecting/collating information/data, and organising translators/interpreters

**Support of systems:**

- Be familiar and competent with the clinical and scheduling components of the EMR (Electronic Medical Records), PAS (Patient Administrative System), CMI (Client Management Interface) and other software specific to the department in order to support the team with their use of these systems
- Ensure additional information is entered into relevant hospital electronic systems
- Coordination with Health Information Systems for timely medical record scanning as per team procedures
- Maintain local records in the database and archive for RCH Mental Health
- Act as Fire Warden/Zone Warden for the site
- Assist the Site Coordinator to ensure security systems are functioning optimally.

**Quality:**

- Actively participate and contribute to continuous improvement and continuing education opportunities
- Ensure accurate data entry of all information

**General:**

- Follow relevant Policies and Procedures to ensure high quality and safe patient care is provided and administrative efficiency is maintained or improved (including the processing of Mental Health Act 2014 forms); including liaising the MH Tribunal to prepare and provide relevant documentation for hearings
- Processing and entering of Intake screening registrations and Intake referral entries
- Participate in pool administration functions to support work overflow including Phase of Care and backfill as required
- Ordering of relevant resources as directed, including providing summaries of team expenditure monthly
- Maintain up to date administration manual
- Participate and attend weekly administration meetings
- Attend quarterly RCH Professional Development Days and perform tasks assigned during meetings
- Maintain customer feedback and incident reporting in the Victorian Healthcare Incident Management System (VHIMS) as per policy or as directed
- Participate in shared roster for mail run and kitchen duties, including preparing roster for kitchen duties
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate.
- Assist in the induction and training of new staff according to documented procedures and work practices and demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork
- Other duties as directed, which are consistent with the employee's skill level

**QUALIFICATIONS AND EXPERIENCE**

**Essential:**

- Minimum previous experience 2-3 years in a similar role
- Well-developed verbal communication and interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders

- Ability to follow standard operating procedures, analyse situation and or information, clearly and accurately communicate information

**Desirable:**

- An understanding of the healthcare sector
- Previous experience with electronic document management system and/or electronic medical records (EMR)
- Experience working in a multidisciplinary team

**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
- A current, full drivers 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.

**KEY SELECTION CRITERIA**

- Demonstrated high quality customer service skills and experience in dealing with complex problems in an administrative role within a health care environment
- Able to exercise good time management skills and prioritisation between competing tasks
- Demonstrated ability to work autonomously, co-operate and work well with others in the pursuit of team goals
- Flexible approach to work demands
- Demonstrated ability to trouble shoot and resolve issues
- Ability to handle confidential and sensitive information with discretion
- Ability to identify issues and seek appropriate resolutions

**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, all members of the LGBTIQI community and people with disability.

Position description last updated	November 2021
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