

Position Description

Position title	Administration Officer
Department / Division	Division of Medicine
Classification	Grade 4, Year 1-5 (A041-AO45)
Position reports to	General Managers, Division of Medicine
No. of direct & indirect reports	0
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 A world where all kids thrive.

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 CART-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 PURPOSE

The Administration Officer provides administrative and management support to the three General Managers (GMs) in the Division of Medicine. The Administration Officer is responsible for the efficient and timely management of administrative processes relating to the functions and accountabilities of the GMs inclusive of patient access, quality and safety, people and workforce management and sustainability.

Ability to work within a team, be self-directed, proactive in problem solving and effective in the collation and presentation of data and information are essential aspects of this role.

KEY ACCOUNTABILITIES

Access

- Manage the administration requirements of the GMs to support delivery of efficient, effective, high quality, safe patient and family centred care
- Provide and present data and information to enable efficient and effective delivery of patient flow and demand management initiatives to improve and secure timely and appropriate patient access
- Provide advice and assistance with communication of information and advice across the Division of Medicine to enable best outcomes for patient care.
- Prepare reports on KPIs within the Division of Medicine to ensure all necessary information and data requirements are available to the GMs and the Division of Medicine
- Monitor data and provide advice on underperformance with regards to KPIs across the Division of Medicine

Quality and Safety

- Support continuous improvement within the department by reviewing and improving processes to facilitate administrative efficiency
- Liaise and collaborate with the RCH Decision Support Unit and Quality and Improvement teams to ensure accurate and timely communication of patient safety and quality of care data and information is available to the GMs
- Monitor, present and report data with regards to patient quality and safety and assist with problem solving in collaboration with the GMs to improve patient care across the Division of Medicine.
- Work with Directors of Medicine Departments and Nurse Unit Managers to ensure access to patient quality and safety information is maintained and available when required
- Assist with the organisation of patient safety incident reviews and reporting of quality and safety incident data when appropriate
- Ensure accurate collection and effective storage of quality and safety data for accessibility when required, including production of data for accreditation purposes in relation to the National Safety and Quality Service Standards for the Division of Medicine

People

- Actively engage in a shared vision, model a values-based approach, and contribute to a culture in which new ways of working are encouraged and enabled.
- Assist the GMs to promote a high-performance environment through team collaboration, administrative effectiveness and provision of up-to-date performance data and information to the GMs inclusive of KPIs in relation to workforce management
- Provide reports and assist the GMs to ensure all members of the Division of Medicine have completed mandatory e-learning and training requirements
- Collate reports and communicate with GMs and members of the Division of Medicine to ensure coordinated and effective leave management processes are in place
- Ensure information is collated, maintained and available with regards to conflict of interest documentation across the Division of Medicine
- Manage payroll related activities for the GMs, including provision of information, advice and direction for staff across the Division of Medicine in relation to auto pay, timesheet and Roster on processes and requirements. Act as the direct liaison with Payroll regarding resolution of any problematic issues in relation to the broader Division.

- Actively support HR processes including recruitment and change management processes.
- Effectively utilise HR systems including the use of MyDNA and SuccessFactors

Sustainability

- Ensure financial data is collated, reported and communicated to the GMs in an effective and efficient manner
- Collaborate with the Division of Finance to ensure accurate systems are in place for financial reporting for the Division of Medicine
- In partnership with the GMs, provide support and advice to Medical Directors and Nurse Unit Managers within the Division, in the processes for preparation of strategically focused business cases and grant applications for the RCH Foundation.

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary qualifications in a related field and/or relevant industry experience. 2-3 years of experience in a similar role required.
- Relevant experience in a senior administrative role in a complex organisation.
- Demonstrated experience in managing processes for financial and HR systems
- Demonstrated ability to manage a complex program or business function with multiple competing tasks

Desirable:

- Previous experience within a hospital or healthcare setting

KEY SELECTION CRITERIA

- Proven experience in administering complex finance and HR processes and tracking schedules for a large team
- Demonstrated ability to engage and build strong relationships with internal multidisciplinary teams and external stakeholders
- Demonstrated commitment to contribute as part of a team and work autonomously whilst keeping relevant stakeholders informed as required
- Demonstrated proficiency in the use of established administrative processes and ability to contribute to their continuous improvement
- Proficient across the Microsoft Office suite and competent with office-based technologies
- Excellent verbal and written communication skills, with attention to detail and experience in editing of presentations and reports.

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

November 2023