

Position Description

Position title	Administration Officer
Department / Division	Various Departments - Critical Care/Access and Clinical Operations/Medicine/Surgery/Nursing Services Divisions
Classification	Grade 2 Year 1 – Grade 2 Year 5 (AO21 – AO25)
Position reports to	Nurse Unit Manager
Direct/Indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

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
As part of Neonatal Medicine at The Royal Children's Hospital, Newborn Intensive Care Unit (NICU - Butterfly) provides the best neonatal care for the sickest babies and infants from Victoria, interstate and overseas. Butterfly sits within the Division of Critical Care. With up to 851 admissions each year, Butterfly - Newborn Intensive Care cares for

patients from other hospitals in Melbourne and country Victoria, southern New South Wales and Tasmania and from the RCH Emergency Department. Babies admitted to Butterfly - Newborn Intensive Care have a wide range of complex medical and surgical problems. Some require the support of a ventilator for their breathing, and many require specialised surgical procedures. The management of our babies is overseen by a team of Neonatologists, Neonatal Nurses and Allied Health specialists. Butterfly NICU is a leader in implementing high-quality clinical care with an innovative patient & family centred focus.

ROLE PURPOSE

The Administration Officer is often the first contact for parents, families, visitors, and other health professional when visiting and contacting the ward. Responsibilities will be centred around handling these enquires in an accurate, professional and timely manner. You will also be required to manage various administrative tasks to maintain patient records and undertake other tasks to support the operational requirements of the unit.

KEY ACCOUNTABILITIES

Customer Service

- Answering and actioning desk phone calls and enquiries
- Meet and greet patients and families in a friendly and helpful manner and attend to any parent enquires
- Identify, build and maintain strong working relationships with internal and external stakeholders to ensure the successful delivery of services
- Always ensure excellence in customer service
- Maintenance of internal and external communication
- Work in collaboration with families and professionals
- Work in collaboration with staff and departments throughout the hospital

Administration

- Support the Nurse Unit Manager and nursing staff by performing the ward specific duties as directed by the NUM/AUM
- Be responsible for the accurate and timely entering of information into the hospital database, ensuring adherence to RCH procedures including completing timely patient check-in, admission, patient discharge and transfer processes for all patients.
- Analyse information, then clearly and accurately communicate information, or make recommendations to peers or supervisor
- Coordinate administration workflow to ensure optimal outcomes within prescribed timelines
- Complete all RCH documentation as required and maintain up-to-date patient records within the Electronic Medical Record, maintain Electronic Medical Record Downtime and Admission Packs
- Answering and actioning of desk phone calls and email enquiries
- Ensure completion of Public/Private Election forms
- Arrange parent accommodation in Emergency Accommodation and Ronald McDonald House when required
- Other duties as directed, consistent with the employee's skill level and classification such as managing mails, reporting any maintenance issues, CARPs upon staff request, monitoring and managing ward supply orders.

Quality

- Actively contribute to continuous improvement
- Accountable for professional development by meeting the required competencies as per unit and organisational needs
- Attend and participate in continuing education opportunities

Teamwork & supervision level

- Actively participate as part of a team to ensure ongoing excellence in service delivery and contribute to continuous improvement
- Work under direct to routine supervision
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork

QUALIFICATIONS AND EXPERIENCE

Essential:

- Demonstrated commitment to work and contribute as part of a team
- Demonstrated proficiency in the use of established administrative processes

Desirable:

- Experience with IBA or EPIC
- Understanding of the healthcare sector

KEY SELECTION CRITERIA

- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers
- Demonstrated ability to cooperate and work well with others in the pursuit of team goals
- Strong organisational skills, including management of competing priorities
- Well-developed verbal communication and interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Proven experience working in a busy front line customer service role dealing with large volumes of people
- Demonstrated experience in using various computer applications, including Microsoft office programs
- Ability to handle confidential and sensitive information with discretion
- Ability to follow standard operating procedures, analyse situation and or information, clearly and accurately communicate information
- Ability to work with initiative, autonomy and as part of the team
- Highly developed organisational and planning skills

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 2026