

Position Description

Position title	Administrative Officer– Immunisation Outreach Project
Department / Division	Adolescent Medicine / Medicine
Classification	Grade 2 Level 1 to Grade 2 level 5 (AO21 - AO25)
Position reports to	Operational: Operations Manager – Adolescent Medicine
No. of direct & indirect reports	n/a
Location	Organisation: The Royal Children's Hospital, Flemington Road, Parkville. Based at The Young People's Health Service, 19 King Street, Melbourne
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 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 Department of Adolescent Medicine Young People's Health Service (YPHS) is a community based primary health care service for young people between the ages of 12 and 24 years who are experiencing homelessness and/ or

marginalisation. YPHS is part of the RCH Department of Adolescent Medicine, and is one of a range of support services located at Melbourne City Mission's Front yard Youth Services. The YPHS team provide direct primary care to young people, work collaboratively with other agencies, provide secondary consultation, and deliver professional development in young people's health. Clients of YPHS often have multiple and complex health needs and present from a wide variety of cultural backgrounds. This position is located offsite from RCH at YPHS clinic location Melbourne City Mission, 19 Kings Street, Melbourne

ROLE PURPOSE

The Administration Officer will provide effective and efficient administration support to the Community Health Nurse to help improve access to vaccinations for homeless and marginalised adolescent and young people through targeted community informed programs.

KEY ACCOUNTABILITIES

Administration

- Provide high level administrative support to the Community Health Nurse
- Build and maintain key working relationships across RCH and Front Yard Youth Services
- Monitor vaccine stock and order stationery and clinic supplies as needed
- Coordinate fortnightly outreach visits to youth refuges and liaise with accommodation support workers
- Register new patients and update existing patient details in the patient administration system
- Check patient immunisations records on AIR and update Air for immunisations administered during outreach
- Assist the Community Health Nurse to develop fact sheets and flyers and provide support collating and storing reports sent to DHS
- Assist the Community Health Nurse to complete yearly reports on program deliverables, budget expenditure, and outcomes
- Other Administrative tasks as directed by Community Health Nurse or Operations Manager

Customer service

- Act as first point of contact for internal and external communications, maintain a professional approach when responding to emails and telephone enquires
- Build and maintain key working relationships across RCH, Front Yard Youth Services and DH
- Communicate effectively and work collaboratively with other youth refuges and accommodation support services staff to maximise scheduling of outreach visits

Team work

- Work in collaboration with multidisciplinary teams and external organisations in pursuit of program goals
- Actively participate as part of the team in department meetings, group training and PDAP reviews
- Work in collaboration with Adolescent Medicine Administration team and provide cover to Adolescent Medicine Department as required

Finance

- In collaboration with the Operations Manager request financial acquittal for yearly report

QUALIFICATIONS AND EXPERIENCE

Essential:

- Demonstrated experience in Microsoft 365

Desirable:

- Experience in using health computer applications, including but not limited to Electronic Medical Records and Patient demographic systems
- An understanding of the healthcare sector with previous experience working in a hospital/healthcare environment
- Experience working with diverse communities

KEY SELECTION CRITERIA

- Demonstrated commitment to work and contribute as part of a team
- Excellent communication and interpersonal skills
- Proven ability to meet deadlines and perform under pressure
- Previous customer service experience with demonstrated ability to build and maintain working relationships with internal and external stakeholders
- Strong organisational skills
- Well-developed verbal and written communication skills and attention to detail
- Ability to accept advice and direction in a constructive and mature manner and exhibit change as appropriate
- Ability to handle confidential and sensitive information with discretion
- Ability to work with initiative, autonomy, and as part of a team
- Demonstrated ability to trouble shoot and resolve issues

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

June 2026