

## Position Description

<b>Position title</b>	Administration Officer
<b>Department / Division</b>	Banksia Ward / Medicine
<b>Classification</b>	Grade 2 Level 1 – Grade 2 Level 5 (A021 – AO25)
<b>Position reports to</b>	Nurse Unit Manager
<b>No. of direct &amp; indirect reports</b>	n/a
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

<p><b>The Royal Children's Hospital</b></p> <p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</p> <p>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.</p> <p>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.</p> <p>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 <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p>
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<p><b>ROLE PURPOSE</b></p> <p>The Administration Officer is a front-line customer service role involving a high level of interaction with patients and families, medical, nursing and allied health staff both in person and over the phone. The position is responsible for managing these enquires in an accurate, professional and timely manner and for providing administrative support to</p>
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the clinical staff. The Administration Officer in Mental Health, provides reception, guidance and orientation to visitors; professionals and the public within a positive strengths based model of care. The position has responsibility for performing a broad range of administrative and customer focused duties across wards and departments within RCH as directed, appropriate training is provided. Additionally, the Administration Officer, provides timely and accurate administration of the Mental Health Act at RCH Banksia Ward.

## KEY ACCOUNTABILITIES

### Customer Service/Stakeholder management:

- Work within a team environment to provide a high-level customer focused service to patients and families
- Deal with and escalate as required, patient concerns or issues
- Complete timely patient check in and administration process for all families relative to department requirements
- Check and update patients details relative to department requirements
- Work in conjunction with team leaders to ensure efficient customer service operations
- Work in collaboration with multidisciplinary teams

### Administration:

- Shared role as MH Tribunal contact officer for Banksia Ward.
- Complete all administrative tasks as directed relative to department requirements
- Answering and actioning desk phone calls and email enquires in a timely manner relative to department requirements
- Complete all RCH documentation as required and maintain up-to-date medical histories within EMR relative to department requirements
- Prioritise workload based on the individuals/team's needs, acuity and optimal time for intervention;
- Ability to work across multiple administrative departments within RCH
- Respectful interaction with patients, families and health professionals
- Provide reception and orientation to MHT members
- Ensure MHT documentation is prepared within correct timeframes as communicated by MHT
- Direct MHT member questions to appropriate staff
- Communicate MHT scheduling and timelines to Banksia staff
- Understanding of liaison with Legal Aid/Solicitors.
- Ensure all MHA documentation for compulsory patients is correct and prepared
- Ensure all relevant reports/compulsory orders are in place and filed accordingly
- Other duties as directed consistent with the employee's skill level and classification.

### Teamwork:

- Demonstrate active team member participation to ensure ongoing excellence in service delivery and team work;
- Build and maintain strong working relationships with internal and external stakeholders to ensure the successful delivery of services.
- Utilise and support communication systems, including timely and accurate review of information impacting teams, operations and understanding of business requirements
- Work under direct to routine supervision

### Quality:

- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate
- Actively contribute to continuous improvement
- Assist in the ongoing development and review of administrative processes and communication mechanisms

#### QUALIFICATIONS AND EXPERIENCE

##### Essential:

- Administrator or operators within a defined activity
- Demonstrated proficiency in the use of established administrative processes
- Demonstrated commitment to work and contribute as part of a team

##### Desirable:

- An understanding of the healthcare sector

#### KEY SELECTION CRITERIA

- Demonstrated ability to build and maintain working relationships with key internal and external stakeholders.
- Proven ability to meet deadlines and perform under pressure.
- Demonstrated ability to work autonomously and within a team environment.
- Well-developed verbal and written communication, interpersonal and stakeholder collaborative skills.
- Demonstrated ability to respond flexibly to client and clinician needs with the ability to develop practical solutions to problems.
- Excellent communication and interpersonal skills
- Demonstrated excellence in customer service with strong results orientation to practice.
- Ability to accept advice and direction in a constructive and mature manner and exhibit change as appropriate.
- Experience working within a hospital/healthcare environment.
- 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
- 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 LGBTIQI community and people with disability.**

Position description last updated

May 2026