

Position Description

Position title	Administration Officer
Department / Division	Orthopaedics
Classification	Grade 2 Year 1 – Grade 2 Year 5 A021 – A025
Position reports to	Director of Orthopaedics
No. of direct & indirect reports	N/A
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
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</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 https://www.rch.org.au/quality/child-safety/.</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 www.rch.org.au</p>

ROLE PURPOSE
As the Administration Officer for the Department of Orthopaedics, this role provides efficient, reliable, and confidential administrative support to the Deputy Director and Administration Team Leader.

KEY ACCOUNTABILITIES

Administration / Process and Procedures:

- Take responsibility for the departmental email account and to be the first point of contact for incoming calls to the Orthopaedic Department, ensuring that both internal and external enquiries are dealt with in a timely and appropriate manner
- Provide Administration support to the Department of Orthopaedics by providing effective, efficient and confidential administrative support to the Deputy Director and Administration Team Leader.
- Liaison with Specialist Clinics Administrative staff on reduction clinics while consultants leave and assisting consultants with managing specialist clinics queries
- Actively participate as part of a team to ensure ongoing excellence in service delivery and contribute to ongoing improvement
- General office administration duties including responsibility for ordering office supplies and arranging IT service requests, collecting/sorting mail, managing department email.

Customer Service:

- Provide high level customer service to patients and stakeholders
- Ensure mail/correspondence is collected and distributed daily
- Provide high level customer service to patients and stakeholders
- Ensure that all email and phone-based queries reach a resolution in line with departmental processes and procedures
- Maintain effective relationships with relevant external stakeholders

Quality:

- Ensure appropriate and prompt response to scheduling enquiries
- Ability to review and instigate quality and process improvement in the role and actively participate and contribute to continuous improvement opportunities in the department.
- Work competently within RCH structures and develop effective working relationships with other RCH departments.
- Ensure compliance with confidentiality and privacy obligations as required.
- Demonstrate good interpersonal and communication skills within the team and external teams.

Teamwork:

- Ensure a high quality of customer service is provided to the clinical department staff
- Liaison with orthopaedic team members for scheduling, case conferences and meetings
- Attendance at weekly orthopaedic team meeting and assisting clinical team with accurate documentation of case conference activities
- Assist with administration support of orthopaedic department activities and events
- 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
- Excellent computer knowledge in Microsoft Office Skills (word, excel and PowerPoint, MS teams, OneDrive and SharePoint), and email management
- Experience and knowledge of administration processes

Desirable:

- An understanding of the healthcare sector
- Previous experience in a similar role and knowledge in a hospital/healthcare setting.
- Experience with electronic medical records such as EPIC

KEY SELECTION CRITERIA

- Excellent written and verbal skills
- Excellent computer knowledge in Microsoft Office Skills (word, excel and PowerPoint), email, letter formatting and internet usage
- Ability to work both independently as well as in a multi-disciplinary team
- High attention to detail, concern for quality, accurate record keeping and data entry, minimising errors.
- Professional demeanour and the ability to maintain confidentiality in all areas of work
- Effective time management showing the ability to balance competing priorities, meet deadlines and perform under pressure
- "Can do" and proactive attitude
- Flexible approach and enthusiasms to learn new skills and technology within the scope of their position
- Ability to work independently and autonomously demonstrating the ability to work co-operatively and provide proactive assistance as required

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

August 2025