

Position description

Position title	Administration Officer (Research)		
Department / Division	Children's Cancer Centre / Medicine		
Classification	AO21 – AO25	Employment Status	Full-Time, Fixed-Term 1.0 FTE, 3 years
Position reports to	Operational: Operations Manager, Children's Cancer Centre Professional: Clinical Research Lead, Children's Cancer Centre		
No. of Direct and Indirect Reports	0		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital	
The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere. 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 PURPOSE	
The Research Administration Officer will provide administrative support to key leadership and research support staff in the Children's Cancer Centre (CCC) clinical research program. The Research Administration Officer provides direct administrative support to the CCC Research Leadership team, to enable them to focus and deliver on strategic clinical research activity. Key activities include oversight for general administrative duties related to research outputs; supporting the development and submission of research ethics applications; preparation, dissemination of meeting papers, and minuting stakeholder meetings, and research staff and student recruitment and onboarding.	

KEY ACCOUNTABILITIES
Customer Service/Stakeholder Management

- Provide high level customer service to internal and external CCC and Melbourne Children's Campus (MCC) clinical research stakeholders, including receipt and management of telephone and email enquiries
- Works actively in collaboration with the multidisciplinary team

Administration

- Effectively utilise and maintain office management systems, and administration processes and workflows
- Develop and review administration workflows to support the delivery of streamlined, coordinated and time-effective outcomes
- Understands and adheres to financial policies
- Provide direct administrative support to the Research Leadership team within the CCC
- Deliver administrative support in the development and submission of ethics applications to campus Human Research Ethics Committees (HREC), Research Governance Office (RGO) and ongoing ethics and governance approvals with annual reporting
- Assist with the recruitment and onboarding of CCC campus research staff
- Monitor, maintain and update content on the CCC Research website, and support research promotion and dissemination via social media and other platforms
- Effective diary and calendar management, including organising and booking meetings/rooms
- Prepare, disseminate papers for research meetings and other forums, including the documentation of minutes and agreed actions
- Assist with the development and delivery of education and other professional forums e.g. scientific meetings, hosted and/or delivered by the CCC, including event management
- Contribute to effective management of relevant research data management software and systems
- Assist with CCC clinical service administration when during periods of leave for other administrative staff e.g. CCC Office Coordinator
- Other duties as directed, consistent with the employee's skill level and experience

Quality/Research

- Understand and contribute to regulatory, safety and accreditation requirements and documentation related to clinical research activity

Financial Management

- Raise purchase requisitions and invoices in accordance with RCH and MCRI financial policies

QUALIFICATIONS AND EXPERIENCE

Essential:

- Excellent communication and interpersonal skills
- Strong customer service focus
- Previous experience in an administrative role
- Demonstrated commitment to work and contribute as part of a team
- Demonstrated proficiency in the use of established administrative processes
- Proficient in Microsoft Office computer applications

Desirable:

- Previous experience in health care and/or research, including clinical trials

KEY SELECTION CRITERIA

- Strong customer service with the demonstrated ability to build and maintain key working relationships with internal and external stakeholders, ensuring a high level of service to customers
- Strong organisational skills
- Excellent verbal and written communication and interpersonal skills, and ability to clearly and accurately communicate information

- Demonstrated ability manage confidential and sensitive information with discretion
- Ability to understand follow standard operating procedures and workflows
- Well-developed organisational and planning skills
- Ability to work both autonomously and as part of a team

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's 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:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

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.

INHERENT REQUIREMENTS OF THIS ROLE

There are a number of critical work demands (inherent requirements) that are generic across all positions at The Royal Children's Hospital. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Workplace Health & Safety.

Physical Demands		Frequency
Work Hours	This role is typically performed during standard business hours	Yes
	This role requires shift work, including day, afternoon, night & weekends	No
	This role is required to participate in an on-call roster	No
Sitting – remaining in a seated position to complete tasks		Frequent
Standing – remaining standing without moving about to perform tasks		Frequent
Walking – floor type even, vinyl, carpet		Occasional
Lean forward/forward flexion from waist to complete tasks		Rare
Trunk twisting – turning from the waist to complete tasks		Rare
Kneeling – remaining in a kneeling position to complete tasks		Rare
Squatting/crouching – adopting these postures to complete tasks		Rare
Leg/Foot movement – to operate equipment		Rare
Climbing stairs/ladders – ascending/descending stairs, ladders, steps		Rare
Lifting/Carrying	Light – less than 5 kilos	Rare
	Moderate – 5-10 kilos	Rare
	Heavy – 10-20 kilos	Not Applicable
Push/Pull of equipment/furniture	Light forces – less than 10 kilos	Rare
	Moderate forces - 10-20 kilos	Rare
	Heavy forces – over 20 kilos	Not Applicable
Reaching – arm fully extended forward or raised above shoulder		Rare
Head/Neck Postures – holding head in a position other than neutral (facing forward)		Rare
Sequential repetitive actions in short period of time	Repetitive flexion & extension of hands, wrists & arms	Rare
	Gripping. Holding, twisting, clasping with fingers/hands	Frequent
Driving – operating any motor-powered vehicle with a valid Victorian driver's licence		Rare
Sensory Demands		Frequent
Sight – use of sight is integral to most tasks		Frequent
Hearing – use of hearing is integral to most tasks		Frequent
Touch – use of touch is integral to most tasks		Occasional
Psychosocial Demands		Rare
Observation skills – assessing/reviewing in/outpatients		Not Applicable
Problem solving issues associated with clinical and non-clinical care		Rare
Attention to detail		Frequent

Working with distressed patients and families	Rare
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare

Definitions used to assess frequency of tasks/demands as above	
Prolonged/Constant	71-100% of time in position
Frequent	31-70% of time in position
Occasional	16-30% of time in position
Rare	0-15% of time in position
Not Applicable	

Position description last updated	November 2021
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