



Position Description

Position title	Admission / Waitlist Officer
Department / Division	Division of Surgery, RCH Admissions and Waiting List
Classification	Administration Officer (AO10-AO12)
Position reports to	Elective Surgery Access Manager
No. of direct & indirect reports	-
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
<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 CONTEXT (Optional)
<p>This role supports the Division of surgery meet its elective surgery admission requirements for patients undergoing surgery. Reporting to the elective surgery access manager, the role is pivotal in organising surgery for patients and admitting them for said procedure.</p>

ROLE PURPOSE

The Waitlist and Admissions Officer is a front-line customer service role involving a high level of interaction with both medical and nursing staff including responsibility for waiting list management, surgical bookings, and elective surgery patient admissions to the Royal Children's Hospital. The position will be responsible for ensuring accurate data entry to the administration system, Elective Surgery Information System and EMR theatre booking system. The waitlist officer will work closely with the Gastro Clinical Nurse Specialist and provide a central point of contact for families and the medical team.

KEY ACCOUNTABILITIES

Customer Service:

- Responding to telephone enquiries promptly and politely, releasing information in accordance with the Royal Children's Hospital Confidentiality Policy.
- Scheduling surgery and other procedures at RCH and notifying families; booking additional and short notice procedures and ensuring that all relevant stakeholders are notified.
- Identifying, building, and maintaining strong working relationships with internal and external stakeholders to ensure the successful delivery of services.
- Always ensure excellence in customer service.
- Work in collaboration with staff and departments throughout the hospital.

Administration:

- Performing general administration tasks including waitlist auditing and mail management.
- Accurately booking and maintaining surgical patient waitlist entries in the administration systems in accordance with Royal Children's Hospital and Department of Health policies.
- Follow standard operating procedures and work plans to complete tasks as directed
- Complete all Royal Children's Hospital documentation as required and maintain up-to-date patient records within the administration systems.
- Ability to work under pressure, multi-task and be flexible with changing priorities
- Working closely with the Hospital Bed Manager, medical specialties and wards to coordinate timely medical admissions and liaise with families on the day of admission;
- Admitting patients for surgery
- Communicating changes or other specific information effectively to multi-disciplinary team.
- Responsible for the admission, transfer, cancelling, and discharge of patients in the administration systems..
- Preparing admission paperwork in a timely manner;
- Participating in any other projects allocated by the surgical department head or unit manager.

General:

- Understanding of privacy and confidentiality
- Attend and participate in continuing education opportunities
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork
- Accountable for personal achievement of 100% competencies as per unit and organisational requirements
- Other duties as directed consistent with the employee's skill level and classification

QUALIFICATIONS AND EXPERIENCE

Essential:

- Proven strong customer service focus
- 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

Desirable:

- Previous experience in admissions, waitlist management, and/or scheduling is highly desirable
- Experience in administration and computer systems
- Knowledge of medical terminology

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
- Highly developed verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders
- Highly developed attention to detail
- Ability to handle confidential and sensitive information with discretion

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

March 2024