

Position Description

Position title	Administration Coordinator
Department / Division	Allied Health Administration, Ambulatory Services
Classification	Grade 2 year – Grade 2 -year 5 (AO21 – AO25)
Position reports to	Operational: Administration Team Leader Professional: Manager, Allied Health Administration
No. of direct & indirect reports	Nil
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
<p>The Administration Coordinator is located within the Allied Health Administration Department. The Administration Coordinator works closely with Allied Health departments providing administrative support to their assigned portfolio and contributes to the delivery of high quality, safe and timely care to patients.</p>

ROLE PURPOSE

The Administration Coordinator is a specialised administrative role with responsibility to ensure excellence in customer service and quality standards, providing support to Head of Departments and clinicians, including assistance with patient workflow, reporting data, coordination team activities to deliver integrated, high-quality services aligned with organisational strategy and values.

KEY ACCOUNTABILITIES

Administration

- Actively manage assigned portfolio and coordinate administrative activities and workqueues
- Manage relevant mailboxes to ensure all correspondence is actioned within set standards
- Coordinate clinician schedules and maintain their templates in the electronic medical records (EMR)
- Provide expertise and guidance to department or clinic on the Electronic Medical Records (EMR) referrals management and patient booking system
- Generate invoices for allied health departments and external providers

Customer Service

- Ensure a high quality of customer service provision to patient and families, department and clinical staff
- Maintain quality standards through active participation in regular audits, quality checks and responding to feedback
- Deal with advanced enquiries relating to department or clinic either via phone calls, email or in person
- Work closely with Administration team to ensure they are across process and procedure changes, relevant to your portfolio
- Communicate effectively and work collaboratively with other areas of RCH to maximise scheduling of outpatient appointments

Quality

- Share best practice with other Administration Coordinators to improvement and streamline procedures across the Allied Health directorate
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements
- Ensure all changes have been entered into patient administration system and electronic medical records
- Utilise and support communication systems, including timely and accurate review of information impacting team operations and understanding of business requirements
- Identify any perceived risks in line with operational and financial challenges and bring to the attention of the Manager Administration, Allied Health as necessary

Teamwork

- Provide cover to administration department as required and other duties consistent with the employee's skill level and classification
- Participate in activities including performance reviews and development plans; training and team activities as scheduled, such as monthly meetings and provide regular administration updates
- Assist in the induction and training of new staff according to documented procedures and work practices and demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork
- Initiate and promote, through participation in meetings, to share information and identify areas of opportunity to improve administrative service-related processes

QUALIFICATIONS AND EXPERIENCE

Essential:

- Previous experience in a similar administrative role, outpatient clinic setting
- High degree of computer literacy including advanced knowledge of Microsoft Office 365

Desirable:

- Sound knowledge and understanding of the healthcare and/or public hospital sector
- Experience working with Electronic Medical Systems

KEY SELECTION CRITERIA

- Demonstrated ability to build and maintain working relationships with key internal and external stakeholders
- Strong customer service focus and commitment with demonstrated ability to relate to people from various backgrounds
- Ensure excellence in customer service at all times
- Communication and interpersonal skills with demonstrated ability to clarify and empathise at a personal level, via telephone and in writing
- Ability to use diplomacy and negotiating skills when handling difficult situations to achieve a positive outcome
- Ability to develop and maintain positive working relationships at all levels and work in conjunction with them to ensure a smooth operation of the team
- Organisation and time management skills to organise own work to establish priorities, work flexibly and meet deadlines - balancing sometimes competing and conflicting priorities
- Strong attention to detail with the ability to critically think, question and reflect
- Demonstrated ability to work autonomously and as part of a team
- Proactive approach to process improvement and problem resolution
- Professional demeanour and presentation

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

November 2025