

Position Description

Position title	Administration Coordinator/Team Leader
Department / Division	Cardiology, Division of Surgery
Classification	Grade 4 Level 1 – Grade 4 Level 5 A041 – A045
Position reports to	Cardiology Director
No. of direct & indirect reports	2
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
<p>This position provides high level administrative and management support to the Director of Cardiology and other staff within the Cardiology Department. The role requires a strong capacity for building and maintaining</p>

relationships within the direct team as well as other support departments within the hospital, along with sound financial competency.

KEY ACCOUNTABILITIES

Administration

- Maintain process documentation for the administrative team
- Project support for the Director of Cardiology
- Secretariate support to the management team and broader team meetings
- Coordination of workflows that promote efficiency to ensure optimal outputs
- Management of Cardiology backend website updates
- Back up of secretarial support team in answering phones and responding to emails when workloads are high
- Lead the ongoing development, review and maintenance of administrative processes and improved communication mechanisms
- Effectively manage all required tasks and ad hoc project work as requested by the Department Director.

Finance

- Monitor and track peripheral clinic data, liaising with billings and payroll to ensure timely payments to consultants for peripheral clinics in liaison with finance and billings team
- Process documentation and manage reimbursement systems for Research ECG's and Echo's
- Timely, efficient, and accurate payment of cardiology department invoices
- Produce invoicing for consultants attending external clinics at RWH & RMH

HR

- Manage end to end recruitment process for new cardiology fellows twice yearly in liaison with MWU and Department Director
- Maintain effective tracking systems for fellowship recruitment
- Manage recruitment processes where needed for new consultants
- Provide timely, accurate and responsive information to fellowship enquiries
- Participate in annual performance reviews and professional development

Teamwork & People Management

- Overseeing a small team with 2 direct reports
- Effective role model to other team members
- Actively manage and encourage excellence in teamwork within the administrative team
- Work in collaboration with multidisciplinary teams
- Actively participate in continuous improvement within the department to streamline processes and facilitate administrative efficiency
- Actively contribute to the management team and general team meetings and activities within the department and the hospital
- Utilize analytical and problem-solving skills with a proactive approach to problem resolutions

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in a related field and/or relevant industry experience
- Advanced Office 365 skills including Excel
- Demonstrated skills in collaboration and teamwork.
- Demonstrated understanding of financial principals

Desirable:

- An understanding of hospital recruitment, finance systems and procedures would be advantageous.
- Previous leadership experience

KEY SELECTION CRITERIA

- Demonstrated ability to work with initiative, autonomy, and lead others in the pursuit of team goals
- Well-developed verbal communication, interpersonal skills, and attention to detail with the ability to build and maintain working relationships with a variety of stakeholders
- Highly developed organizational and planning skills including data and website management
- Ability to handle confidential and sensitive information with discretion
- Excellent written communication skills
- Ability to work with initiative within a team environment, but also independently
- High level of proficiency in processing invoices and maintaining financial records

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 license for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their license (e.g., wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs (Royal Children's Hospital) "Staff Immunization - 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 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 behavior 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 organization's commitment to Quality, Safety and Improvement by:

- Acting in accordance with 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 Centered 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 2025