



Position Description

Position title	Clinics Coordinator
Department / Division	Department of Allergy & Immunology, Division of Medicine
Classification	Grade 2, Year 1 – Grade 2, Year 5. (A021 – A025)
Position reports to	Administration Team Coordinator
No. of direct & indirect reports	None
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 The Royal Children’s Hospital’s (RCH) vision is A world where all kids thrive. 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 CONTEXT The Department of Allergy & Immunology delivers the highest quality clinical care to children and families with allergic and immune disorders and plays a vital role in increasing awareness, understanding and knowledge of allergic and immune disorders in the community and health professionals through education, teaching and training. Patients are referred to the Allergy and Immunology departments for the evaluation and treatment of allergic conditions and immune disorders, including asthma, eczema, allergic rhinitis, and food, insect, drug, and latex allergies. Patients can also be seen for diagnostic testing such as skin prick, intradermal, blood, and challenge tests, as well as immunotherapy for insect venom and aeroallergens including house dust mites and pollens.
ROLE PURPOSE The Clinics Coordinator manages patient appointments within the Allergy and Immunology department, including within the Specialist Outpatient Clinic and the Day Medical Unit. This will involve liaising with patients and their families and engaging with Allergy and Immunology clinicians and other administrative staff within the division and across the hospital. The Clinics Coordinator will be responsible for supporting the Administration Team Coordinator to undertake additional administrative

tasks including managing clinic rooms and rosters, managing clinician leave schedules, department administrative support and data management to continue to optimise services offered.

This role is a customer service role involving a high level of interactions with families.

KEY ACCOUNTABILITIES

Administration

- Oversee all aspects of scheduling appointments for the Allergy and Immunology Department, including management of all relevant work queues in an electronic management record system
- Assist with the management of Day Medical Allergy Challenges and waiting lists, working with Allergy administration team
- Ensure clinics run at full capacity on a daily basis, including managing clinic cancellations and rescheduling requests
- Support the Department of health, Specialist Clinics access targets for scheduling urgent and routine patients
- Ensure appropriate and prompt management of clinician request orders and in-basket requests
- Provide administrative support to Allergy and Immunology clinicians and nurses, as required
- Follow standard operating procedures and work plans to complete tasks as directed
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate
- Analyse information, then clearly and accurately communicate information, or make recommendations to peers or supervisor
- Coordinate administration workflow to ensure optimal outcomes within prescribed timelines
- Other duties as directed consistent with the employee's skill level and classification

Customer Service

- Provide high level customer service to patients and stakeholders
- Maintain internal and external communications
- Work in collaboration with multidisciplinary teams

Teamwork

- Actively participate as part of a team to ensure ongoing excellence in service delivery and contribute to continuous improvement
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork
- Instigate and participate in process improvement initiatives
- Escalate unresolved or high-risk issues to the Department's Administration Team Coordinator
- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback
- Participate in activities including performance reviews and development plans, training, and team activities as scheduled

QUALIFICATIONS AND EXPERIENCE

Essential

- Demonstrated commitment to work and contribute as part of a team
- Demonstrated proficiency in the use of established administrative processes
- Previous experience working in a busy customer service-based role
- Proficient Office 365 skills

Desirable

- Previous experience in and/or an understanding of the healthcare sector
- Experience in using health computer applications, including but not limited to, Referral management systems, Electronic Medical Records and Patient administration systems

KEY SELECTION CRITERIA

- Strong customer service with the demonstrated ability to build and maintain key working relationships across the organisation

and ensure a high level of service to customers

- Assist with Day Medical Allergy challenges and waitlists, working with the Allergy administration team
- Demonstrated ability to cooperate and work well with others in the pursuit of team goals
- Strong organisational and time management skills
- Well-developed verbal communication and interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Ability to handle confidential and sensitive information with discretion
- Ability to follow standard operating procedures, analyse situation and or information, clearly and accurately communicate information
- Ability to work with initiative, autonomy and as part of a team
- Highly developed organisational and planning skills, with the ability to prioritise competing demands

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

June 2026