

Position Description

Position Title	Customer Service Officer		
Department / Division	Medical Imaging Department / Division of Surgery		
Classification	AO10-AO12	Employment Status	Part time, ongoing 0.60 and 0.56 FTE
Position reports to	Clerical & Support Services Manager, Medical Imaging Department		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital

The Royal Children's Hospital (RCH) has cared for the children and young people of Victoria since it was founded in 1870. As a tertiary and quaternary centre, the RCH cares for the most critically ill and medically complex paediatric patients in Victoria. In addition to providing a full range of clinical services, the hospital also supports many health promotion and prevention programs. With more than 6,000 staff, 12 wards and 350 beds, the RCH is the major specialist paediatric hospital in Victoria, and also provides care for children and young people from Tasmania, southern New South Wales and other states around Australia and overseas.

We are the state's busiest paediatric Emergency Department, often experiencing more than 300 presentations on any given day. The RCH is committed to working with health services across the state and plays a significant role in many critical state and nationwide services. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time, for the benefit of all Victorian children. The Royal Children's Hospital is committed to the safety and wellbeing of all children and young people. Click here for further information on our Commitment to Child Safety: <http://www.rch.org.au/quality/child-safety/>

In April 2016, the RCH became the first Australian hospital to implement the world-leading 'Epic' electronic medical record (EMR). RCH has a strong focus on supporting the successful delivery of the Parkville Connecting Care program – a shared EMR with the Royal Women's Hospital, The Royal Melbourne Hospital and Peter MacCallum Cancer Centre.

The RCH is located within the Melbourne Biomedical Precinct, which is home to more than 45 world-class biomedical organisations, with collectively more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region.

Further information on the RCH including the new RCH Strategic Plan 2019-21 Great Care, Everywhere is available at www.rch.org.au <<http://www.rch.org.au>>

ROLE PURPOSE

The Customer Service Officer will be the first point in contact for the Department of Medical Imaging and provide front of house clerical services to the department, primarily carrying out patient bookings, patient registrations, releasing of medical images, customer service, telephone operations and admission functions.

KEY ACCOUNTABILITIES

Operational:

- Work within a team environment to provide a high-level customer focused reception function, representing the Medical Imaging Department (MID).
- Be the first point of contact for MID receiving telephone enquiries and person to person contact.
- Deal with and escalate as required, patient concerns or issues.

Support of Systems:

- Responsible for creating and coordinating patient bookings, registrations and admissions across the various modalities within MID in line with RCH and MID processes.
- Receive and process bookings in MID Patient databases.
- Receive and assist with processing patient and clinician requests for imaging CDs and scanning of existing images into MID programs, in line with MID systems and processes.

- Database management and entry within the required systems: RIS (Radiology Information System), PACS (Picture Archive and Communication System), EMR (Electronic Medical Record), PAS (Patient Administration System)
- Assist with audit of referrals to ensure correct account coding has been entered and scan quality achieved
- Assist with inter-hospital electronic image transfer process, ensuring appropriate paperwork and processes are followed.
- Liaise with multidisciplinary teams throughout the RCH in the management of patient bookings and MID lists.
- Receive and process patient payments as and when required.
- Compliance to relevant legislation and regulatory body requirements.

General:

- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback.
- Actively contribute to continuous improvement strategies and participate in project team activity as requested.
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate.
- Participate in activities including performance reviews and development plans; training and team activities as scheduled.
- Utilise and support communication systems, including timely and accurate review of information impacting team operations and understanding of business requirements
- 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 team work
- Identify any perceived risks in line with operational challenges and bring to the attention of the Manager, as necessary.
- Display strong customer service and people skills, build and manage key relationships across the organisation and ensuring a high level of service to customers of the organisation.
- Utilise analytical and problem-solving skills with a proactive approach to problem resolution.
- Cooperate and work well with others in the pursuit of team goals.
- Other relevant duties as directed.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Proven strong customer service focus and experience working in a health care setting
- 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:

- Experience working with a diverse team
- Experience in using hospital computer systems: RIS (Radiology Information System), PACS (Picture Archive and Communication System), EMR (Electronic Medical Record), PAS (Patient Administration System)

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 drivers 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)
- The employee needs to ensure that they maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

KEY SELECTION CRITERIA

- Proven strong customer service focus
- Structured approach to tasks, organises and prioritises work and meets deadlines
- Demonstrated ability to work autonomously

- Possess, demonstrate and apply effective communication and interpersonal skills
- Flexible approach to work demands - balancing competing and conflicting priorities
- Proactive approach to process improvement, problem resolution and change management
- Ability to work and contribute in a team setting as well as building strong relationships with stakeholders

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, all members of the LGBTQI community and people with disability.

Position description last updated

2021