

Position description

Position title	<i>Customer Service Officer</i>		
Department / Division	<i>Medical Imaging Department / Division of Surgery</i>		
Classification	<i>A01 A010-A012</i>	Employment Status	<i>Ongoing Full-Time 1.0 FTE</i>
Position reports to	Operational: Clerical & Support Services Manager, Medical Imaging Department		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital
<p>The Royal Children's Hospital (RCH) has cared for the children and young people of Victoria for more than 150 years 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.</p> <p>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 RCH 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</p> <p>In April 2016, we became the first Australian hospital to implement the world-leading electronic medical record (EMR) and 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.</p> <p>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.</p> <p>Further information on the RCH including the new RCH Strategic Plan 2019-21 Great Care, Everywhere is available at www.rch.org.au</p>

ROLE PURPOSE
<i>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.</i>

KEY ACCOUNTABILITIES
<p>Operational:</p> <ul style="list-style-type: none"> • 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. <p>Support of Systems:</p> <ul style="list-style-type: none"> • 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, PACS, EMR, IBA). • 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. <p>General:</p> <ul style="list-style-type: none"> • Experience in a customer service role and people skills with the ability to build and manage key relationships across the organisation and ensuring a high level of service to customers of the department. • Well-developed analytical and problem solving skills with a proactive approach to problem resolution. • Demonstrated ability to cooperate and work well with others in the pursuit of team goals. • Ad-hoc administrative duties as required

QUALIFICATIONS AND EXPERIENCE
<p>Essential:</p> <ul style="list-style-type: none"> • 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 <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working with a diverse team • Experience using Karisma, EPIC, IBA, Q-Flow

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)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

KEY SELECTION CRITERIA

- 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	November 2020 - V1
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