

Position Description

Position title	Administration Officer
Department / Division	Medical Imaging Department / Division of Surgery
Classification	Grade 2 Year 1 – Grade 2 Year 5 (AO21 – AO25)
Position reports to	Clerical & Support Services Manager, Medical Imaging Department
No. of direct & indirect reports	n/a
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 <i>a world where all kids thrive</i>.</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 Medical Imaging Department is a multimodality service that provides diagnostic imaging and interventional radiology to both inpatients and outpatients. Modalities include X-Ray, Ultrasound, Fluoroscopy, CT (Computed Tomography), MRI (Magnetic Resonance Imaging), Nuclear Medicine, PET (Positron Emission Tomography) and Interventional Radiology. With access to resources such as Child Life Therapy, sedation and general anaesthesia we can deliver the best care for our patients.</p>

ROLE PURPOSE
<p>The Administration Officer will be part of Medical Imaging Clerical & Support Services Team. They are the first point of contact for patients visiting the Medical Imaging Department. It is a role that includes front-line reception duties, patient registrations, admissions, patient bookings, resource management, distribution of imaging and results, email and telephone</p>

enquiries and entry-level PACS (picture archiving and communication system) administration. The role is also responsible for the training of new team members to provide a multi-skilled workforce.

KEY ACCOUNTABILITIES

Customer Service / Stakeholder Management

- Work within a team environment to provide high-level customer service to patients, families and stakeholders
- Manage enquiries from patients, families, internal and external stakeholders through face to face, over the phone and email contact
- Work in collaboration with multidisciplinary teams to coordinate patient appointments
- Manage patient concerns or issues and escalate as required
- Undertake any other duties as directed by the Clerical & Support Services Manager

Support of Systems:

- General office management including answering phones and responding to emails
- Database management and entry within the required systems: Karisma RIS (Radiology Information System), Synapse PACS (Picture Archive and Communication System), Epic EMR (Electronic Medical Record), IBA PAS (Patient Administration System)
- Coordination of patient bookings, registrations and admissions across all the required systems (Karisma, Epic and IBA)
- Coordination of workflows that promote efficiency to ensure optimal output within prescribed timelines
- Ensure that patient data is accurately recorded and maintained
- Receive and process internal and external referrals within the MID Database
- Promote timely, accurate and responsive processing of orders and referrals
- Import external imaging onto all the MID and RCH systems. Export imaging to patients, internal and external stakeholders in either hard copy or via Medical Imaging Exchange (MiX)
Manage inter-hospital Medical Imaging Exchange (MiX) via PACS, ensuring appropriate paperwork and processes are followed
- Distribution of results via the MID Database
- Download imaging from external provider portals such as InteleViewer, Visage or Voyager

Quality / Teamwork

- Assist Clerical & Support Services Manager in auditing workflows
- Actively contribute to team meetings and activities as requested by the Clerical & Support Services Manager
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements
- Contribute to the education and training of Clerical & Support Services Team to achieve a dynamic and multi-skilled workforce
- Identify any perceived risks in line with operational challenges and bring to the attention of the Clerical & Support Services Manager

Utilise analytical and problem-solving skills with a proactive approach to problem resolution

QUALIFICATIONS AND EXPERIENCE

Essential:

- Experience using health computer applications including referral management systems, electronic medical records and patient demographic systems
- Demonstrated experience in a dynamic, fast-paced administration role preferably within the health sector
- Demonstrated commitment to providing quality service to patients and families

Desirable:

- An understanding of the public healthcare sector, in particular Radiology service

KEY SELECTION CRITERIA

- Excellent organisational skills
- High level computer literacy
- Ability to prioritise and manage competing demands
- Excellent written and verbal communication skills
- Ability to work with initiative within a team environment, but also independently
- High attention to detail
- Strong customer service with demonstrated ability to build and maintain key working relationships across the organisation and ensuring a high level of service to customers

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

July 2025