

The Royal Children's Hospital Melbourne
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Position description

Position title	Customer Service Officer		
Department / Division	Specialist Clinics		
Classification	Administration Officer Grade 1 Level 1 – Grade 1 Level 2 (AO11 – AO12)	Employment Status	Part time ongoing positions
Position reports to	Nurse Unit Manager- Specialist Clinics		
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

The position of Customer Service Officer is a front line customer service role involving a high level of interaction with patients and their families, medical, nursing and allied health staff.

Specifically, the position is responsible for ensuring the efficient and effective operations of the allocated Specialist Clinics portfolio. The position will be responsible for performing a broad range of administrative and customer focused duties, ranging from scheduling initial appointments through to discharge from specialist clinics.

KEY ACCOUNTABILITIES

Administration

- Responsible for all scheduling requirements of allocated clinic portfolio from waiting lists and work queues
- Complete administrative discharge process for patients as prompted by clinicians
- Monitor EMR referrals and orders work queues ensuring bookings are prioritised and booked within required timeframes
- Monitor for VINAH (Victorian integrated non-admitted health data set) errors and take corrective action as directed
- Updating and replacing expired referrals in EMR
- Review, respond and action emails and in-basket from clinicians/staff
- Page clinicians when necessary
- Admit patients to Bilby when required
- Complete any relevant Health Information Service scanning
- Set up and support clinicians to provide effective telehealth consultations

Customer Service

- Meet and greet patients and families in a friendly and helpful manner
- Ensure excellence in customer service at all times
- Process EMR Portal application in line with RCH procedures
- Attend to patient enquiries
- Complete patient check- in and positive patient ID when required
- Check and update patient details
- Answering and actioning desk phone calls and email enquiries
- Assist patients and families with way finding
- Manage 'walk in/drop in' referrals
- Book clinic appointments in line with documented booking rules and clinic templates
- Monitor EMR in-basket and action items accordingly e.g. scheduling messages and clinician availability

General

- Clinic room set up
- Ensure Reception and waiting area is kept clean & tidy
- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback
- Attend and participate in daily huddles

- Follow procedures for Clinician's safety and their own personal safety whilst in at Reception (Alarms & Codes)
- 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
- Other duties as directed consistent with the employee's skill level and classification

QUALIFICATIONS AND EXPERIENCE

Essential:

- Previous experience working in a busy front line customer service based role

Desirable:

- Demonstrated experience in using computer applications, including but not limited to, Referral management systems, Electronic Medical Records and Patient demographic systems.
- Previous experience in an specialist clinic setting

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 provide and maintain required immunisations and serology results as part of their employment.*

KEY SELECTION CRITERIA

- Possess, demonstrate and apply effective communication and interpersonal skills
- Able to exercise good time management skills and prioritisation between competing tasks.
- Flexible approach to work demands
- Demonstrated ability to trouble shoot and resolve issues
- Ability to work and contribute in a team setting
- Strong customer service skills

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

March 2021