

Position Description

Position title	Customer Service Officer		
Department / Division	Specialist Clinics / Ambulatory Division		
Classification	Administration Officer Level 1 – Grade 1 Level 2 (AO11 – AO12)	Employment Status	Full time and part time roles, Ongoing and fixed term positions.
Position reports to	Operational: Nurse Unit Manager – Specialist Clinics Professional: Nurse Unit Manager – Specialist Clinics		
No. of direct & indirect reports	N/A		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere. 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 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
- Always ensure excellence in customer service
- 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 a specialist clinic setting

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

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 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:

- 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, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

August 2021