

Position Description

Position title	Data Support Officer - Medical Workforce
Department / Division	Medical Workforce Unit, Medical Services
Classification	Grade 4 Year 1 – Grade 4 Year 5 (AO41 – AO45)
Position reports to	Operational: Operational Manager, Medical Workforce Professional: Director, Medical Workforce – Strategy and Operations
No. of direct & indirect reports	Nil
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</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 MWU administrative team oversees the centralised recruitment, onboarding and coordination of junior medical staff (JMS)/paediatric trainees - including Junior Resident Medical Officers (JRMOs), Senior Resident Medical Officers (SRMOs), Registrars and Fellows, working both on-site at RCH and rotating through various external Victorian secondment sites, as part of a state-based approach to paediatric training.</p>

ROLE PURPOSE
<p>The Data Support Officer is responsible for the collection, management, maintenance and storage of data aligned to JMS employee master file records, organisational assignments, bulk recruitment processes and legal compliances, including Ahpra professional registration, police checks, Victorian Working with Children checks, visa status and immunisation status.</p> <p>This role operationally reports to the Operational Manager, Medical Workforce and works closely with other administrative team members to support JMS contracting/onboarding, governance and rostering functions.</p>
KEY ACCOUNTABILITIES
<p>Operational deliverables</p> <ul style="list-style-type: none"> • Identify, retrieve and collate data for a variety of sources to build and maintain employee master file records, organisational assignments, bulk recruitment processes and legal compliance. • Implement data verification and monitoring processes to ensure the accuracy and consistency of datasets, and rectify errors and anomalies as identified. • Prepare and collate employee information required by secondment site partners and/or other key external stakeholders, ensuring that all data sharing is secure and compliant with relevant data protection and privacy legislation. • Oversee arrangements for team-level data and document management, storage and security. • Provide education, training and support specific to data management principles and systems, including the development of user training materials. • Process accounts payable invoices (as directed by the Director, Medical Workforce – Strategy & Operations) and maintain appropriate transaction records. • Support data applications in the context of electronic staff rostering systems. • Maintain accurate email distribution lists specific to MWU operations and oversee access approvals for use of listings. • Triage general phone and email queries received by MWU and allocate responsibility for response to the relevant team member/s. • Manage general queries related to employee and workforce data management processes within scope of knowledge and role. • Identify and participate in the continuous improvement, growth and development of the MWU. • Adhere to all Occupational Health and Safety requirement of the role and workplace, including if/when working remotely. • Other duties as directed consistent with the employee's skill level and classification. <p>Teamwork</p> <ul style="list-style-type: none"> • Develop partnerships with key internal and external stakeholders to advance the activities and performance of the MWU. • Support the equitable distribution of workload across the MWU by accepting additional ad hoc tasks within scope of role and/or re-prioritising workload, upon request. • Provide advice and recommendations to the Operational Manager, Medical Workforce on issues relating to data collection, management, maintenance and storage. <p>Communication and interpersonal skills</p> <ul style="list-style-type: none"> • Maintain professional, timely and clear communication with the MWU senior leadership team and administrative team members and internal and external stakeholders.

- Actively participate in and contribute to team meetings, and other meeting forums (as required).
- Prepare all written reports and documents to required standards and formats.
- Identify and/or escalate issues requiring higher decision-making authority or inputs to the Team Lead, Allocations and Rostering.
- Support a flexible, collegial and productive working environment.

Professional and ethical practice

- Contribute to a positive and professional work culture and lead by example via all communications, actions and behaviours.
- Demonstrate emotional intelligence in managing own and others' values, attitudes and behaviours.
- Uphold the values outlined in the RCH Compact and other RCH policies, procedures and guideline documents (as relevant).
- Ensure the privacy and confidentiality of any sensitive information accessed in the context of the role.
- Adhere to agreed document management and cyber-security practices (including aligned regulatory/legislative requirements).
- Maintain the positive image and reputation of RCH and the MWU at all times.

Lifelong learning

- Identify personal and professional development needs, and strategies to address learning goals through the Performance Development and Planning (PDAP) process.
- Regularly seek and participate in two-way feedback of own performance through informal and formal supervision and performance reviews, and evaluate and act on feedback to improve performance (as appropriate).

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in a related field and/or 2-3 years minimum relevant industry experience
- Demonstrated experience in managing and maintaining personnel and workforce data within a large organisation
- Demonstrated proficiency in Microsoft 365 and SAP HR Systems

Desirable:

- Demonstrated understanding of the healthcare sector

KEY SELECTION CRITERIA

- Experience in the collation and management of data and data-sets
- Sound written and verbal communication skills
- Demonstrated ability to work both autonomously and as part as a broader administrative team
- Demonstrated ability to build partnerships with internal and external stakeholders

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.

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 LGBTIQI community and people with disability.

Position description last updated

July 2025