

## Position Description

<b>Position title</b>	Customer Service Officer
<b>Department / Division</b>	Nursing & Administration Workforce
<b>Classification</b>	Grade 1, Level 1- Grade 1, Level 5. (AO10 – AO12)
<b>Position reports to</b>	Manager Nursing and Administration Workforce
<b>No. of direct &amp; indirect reports</b>	0
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

<b>The Royal Children's Hospital</b>
<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 <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</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 <a href="http://www.rch.org.au">www.rch.org.au</a></p>

<b>ROLE PURPOSE</b>
The position of Casual Customer Service Officer is a front-line customer service role involving frequent interaction with patients and families, medical, nursing and allied health staff both in person and over the phone. The position

is responsible for managing these enquires in an accurate, professional and timely manner and for providing administrative support to the clinical staff.

The Casual Customer Service Officer is accountable for performing a broad range of administrative and customer-focused duties across various wards and departments within RCH as required. Ward and department training is provided to support this versatile role.

## KEY ACCOUNTABILITIES

### Process and Procedures

- Ability to follow standard operating procedures, analyse situations and or information, clearly and accurately communicate information
- Follow standard operating procedures and work plans to complete tasks as directed
- Accurate and timely data input

### Communication

- Well developed verbal communication and interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Able to clearly and accurately communicate information
- Review, respond and action emails and in-basket messages
- Utilise RCH communication platforms

### Customer Service

- Strong customer service with demonstrated ability to build and maintain key working relationships across the organisation and ensuring a high level of service to stakeholders
- Provide high level customer service to patients and stakeholders

### Teamwork

- Actively participate as part of a team to ensure ongoing excellence in service delivery and contribute to continuous improvement
- Demonstrated ability to co-operate and work well with others in the pursuit of team goals

### Quality

- Actively contribute to continuous improvement strategies
- Participate in activities including performance reviews and development plans; training and team activities as scheduled
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Demonstrated ability to work and contribute as part of a team
- Competency in Microsoft Office.

### Desirable:

- An understanding of the healthcare sector
- Previous administrative role with experience in database management and booking systems
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#### KEY SELECTION CRITERIA

- Ability to work independently and accurately with detailed information
- Developed organisational skills
- Well-developed written and verbal communication skills and attention to detail
- Work in collaboration with other services to ensure key objectives are met

#### 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 license for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their license (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCH's "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

February 2025