

Position description

Position title	Newborn Hearing Screener/Administrative Assistant		
Department / Division	Victorian Infant Hearing Screening Program, Centre for Community Child Health, Division of Medicine		
Classification	Administrative Officers Grade 1A- Grade 1Level 2 AO09-AO12	Employment Status	Part-Time, Fixed Term
Position reports to	Operational: Area Manager, Victorian Infant Hearing Screening Program. Centre for Community Child Health Professional: Director, Victorian Infant Hearing Screening Program. Centre for Community Child Health		
Location	Refer to advertisement		

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 purpose of the Hearing Screener/Administrative Assistant role is to work as a member of the VIHSP program offering a hearing screening service to all infants as well as provide general administrative support. Hearing Screening involves administering screens to newborns and infants through the operation of computerised equipment and entering the data into databases. This role is required to provide a clinical service, collect and record accurate data relevant to the screening process, and communicate accurately and sensitively with parents about the screening process and results.

Administrative Support involves support for the screening team, the Area Manager and the Senior Area Manager; this includes data entry, word processing, ordering of supplies, filing and document management. This also involves support to VIHSP staff through tracking of staff leave and attendance, distribution of rosters and other general administrative tasks. Please note: The position description relates to two components of the role, Hearing Screening and Administrative Support. The position you are appointed to may not involve all aspects of both roles at all times; some tasks may only be required if/when the need arises.

KEY ACCOUNTABILITIES

Hearing Screener duties

- Perform hearing screening in accordance with VIHSP procedures
- Identify and prioritise newborn infants requiring screening
- Inform and obtain parental consent for screening and collection of hearing screen results
- Undertake the training, continuing professional development, and competency assessments as required to establish and maintain a high level of hearing screening competency
- Maintain an up-to-date knowledge of and adhere to the current processes and procedures for newborn hearing screening
- Work with an awareness of optimising performance in relation to program indicators
- Work as a member of the larger VIHSP team located across Victoria for purposes of training and quality assurance
- Attend a minimum of two VIHSP Continuing Professional Development Seminars on an annual basis
- Maintain and clean hearing screening equipment according to routine maintenance protocols

Administrative support duties

- Provide general administrative support for the VIHSP team
- General reception duties; answering calls, distribution of messages and arranging outpatient appointments
- Maintain an up-to-date knowledge of and adhere to the current processes and procedures relating to administrative work within the department
- Maintain adequate supplies and consumables for the screening program to operate effectively

General responsibilities

- Conduct administrative/screening duties at alternate hospitals/screening locations if required

- Keep accurate records of clinical details and screening results and enter data into computerised system
- Liaise with parents, team members and other health professionals
- Work with an awareness of optimising their performance in relation to the indicators that are relevant to the service, including screen capture, refer rates and timely communication with parents and stakeholders
- Assist in training new hearing screening and administrative assistant staff as required
- Ensure the safety and security of equipment at all times and report any problems to the Area Manager
- Participate constructively in team based activities including professional development
- The employee will work under the supervision of, and report directly to, a nominated Area Manager and/or Senior Area Manager or the Early Support Service team leader (who may be located at an alternate location)
- Participate in quality assurance activities
- Maintain an accurate and complete database, including assisting with monthly quality audits
- Be aware of and work in accordance with RCH's and site hospital's policies and procedures, including Occupational Health and Safety, Equal Employment Opportunity, confidentiality, Consumer and Community Participation, risk management, incident reporting, infection control, immunisation, and complaints process
- Work in collaboration with relevant nursing, medical and clerical employees at hospital sites where VIHSP services are delivered
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach to all interactions
- Perform other duties as directed

QUALIFICATIONS AND EXPERIENCE

There are no pre-requisite qualifications for this role. Training and competency assessment is provided "on the job". Preference will be given to applicants who have:

Desirable:

- Experience in handling and caring for babies
- Experience working in the health care industry

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.

KEY SELECTION CRITERIA

In addition to Qualifications and Experience as outlined above, the successful applicant will demonstrate the following:

- Demonstrated ability to build and maintain working relationships with key internal and external stakeholders
- Excellent interpersonal skills and professional demeanour
- Good verbal and written communication skills
- Excellent organisational, time management and prioritising skills
- Ability to work well as a team member as well as independently when required
- Ability to acquire required skills to operate screening equipment and conduct hearing screens
- Ability to maintain and perform checks on hearing screening equipment
- Efficient computer skills and the ability to enter data accurately
- Excellent attention to detail

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	February 2021
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