

Position Description

Position title	Office Co-ordinator
Department / Division	Ophthalmology
Classification	Grade 3 Year 1 – Grade 3 Year 5 (AO31 – AO35)
Position reports to	Operational: Chief Orthoptist Professional: Chief Orthoptist and Director of Ophthalmology
No. of direct & indirect reports	N/A
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

The Royal Children's Hospital's (RCH) vision is *a world where all kids thrive*.

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 CONTEXT

The RCH Department of Ophthalmology sits within the Division of Surgery and has a clinical team comprised of orthoptists, ophthalmologists and junior medical staff. The clinical team work autonomously and collaboratively to

provide a comprehensive paediatric ophthalmic service which includes assessment, investigation, surgical and non-surgical management of a wide range of paediatric ophthalmic conditions.

The ophthalmology team work with many specialties in the hospital to provide coordinated care for patients, and collaborative care with external eyecare providers is an important component of service delivery. Paediatric ophthalmic conditions treated include eye misalignment, lazy eye, abnormal eye movements, droopy eyelids, glaucoma, cataracts, retinoblastoma and retinopathy of prematurity.

ROLE PURPOSE

The Office Coordinator provides effective, efficient, and confidential administrative support to the Director of Ophthalmology, Chief Orthoptist and the wider Department of Ophthalmology, contributing to the smooth coordination and delivery of departmental administrative functions.

KEY ACCOUNTABILITIES

Customer Service / Stakeholder Management:

- Provide high level of confidential administrative support, including typing, filing, organising of meetings, appointments, room bookings, compiling and distributing reports, agendas and minutes of meetings and other duties as delegated by the Department Head and Chief Orthoptist.
- Provide administrative support to all Ophthalmology staff members and ensure that they are kept up to date with Hospital matters.
- Take responsibility for the Departmental email account and be the first point of contact for incoming calls to the Ophthalmology Department, ensuring that both internal and external enquiries are dealt with in a timely and appropriate manner.
- Responsible for preparation, maintenance, and distribution of consultant on call rosters for the Ophthalmology department.
- Ensure mail/correspondence is collected and distributed daily.
- Assist with the organisation and coordination of the annual Paediatric Ophthalmology Seminar and other seminars as required by the department.
- Negotiate and coordinate purchase and delivery of equipment including medical and stationary office supplies.

Quality:

- Establish, develop, record, and maintain effective and efficient administrative systems, procedures, and standards for the Ophthalmology Department.
- Actively participate and contribute to continuous improvement and continuing education opportunities.

Finance:

- Adhere to financial policies.
- Co-ordinate and prepare accounting, payroll or statistical records and submit consolidated reports.
- Ensure invoices are raised and processed in a timely manner.
- Process payments and donations to the department through the Cashier or RCH Foundation
- Follow up staff reimbursements, and payment of invoices.
- Monitor those monies related to departmental activities, research activities and donations.
- Responsible for ensuring department timesheets, on-call and recall are approved, signed and submitted on time to payroll.

Staffing and Recruitment:

- Monitor and oversee issues pertinent to human resources management and recruitment in conjunction with the Director of Ophthalmology and Chief Orthoptist
- Assist staff with payroll/ human resources issues.
- Liaise with Pay Office/ Human resources with respect to pay anomalies/ queries or changes to the employment of Ophthalmology staff.
- Coordinate recruitment requests (including advertisements, job descriptions, termination forms) for the recruitment process; submit on-line recruitment requests on behalf of consultants or as per requested by the Director of Ophthalmology and Chief Orthoptist.
- Ensure the Department of Ophthalmology's on-line leave calendar is correct and up to date.
- Liaise with relevant Departments and internally within the Department on any issues that may arise when leave is being taken.
- Liaise with the Medical Workforce Unit to facilitate employment of Junior Medical Staff.
- Responsible for coordinating onboarding and orientation induction activities for all new staff/students/researches/observers within the Department of Ophthalmology.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Demonstrated commitment to work and contribute as part of a team.
- Excellent computer knowledge in advanced Microsoft Office Skills (word, excel and PowerPoint), email and Internet usage.
- Experience and knowledge of administrative processes.
- Experience in continuous improvement.

Desirable:

- An understanding of the healthcare sector
- Experience with report writing

KEY SELECTION CRITERIA

- Highly developed verbal communication, interpersonal and presentation skills with the ability to apply these skills to a variety of stakeholders.
- Excellent customer service skills with the ability to build and manage key relationships across the organisation and ensuring a high level of service to customers of the department.
- Demonstrated ability to cooperate and work well with others in the pursuit of team goals.
- High attention to detail, concern for quality, accuracy and minimising errors.
- Highly developed organisational and planning skills.
- Professional demeanour and the ability to handle confidential and sensitive information with discretion.
- Effective time management showing the ability to balance competing priorities, meet deadlines and perform under pressure.
- Flexible approach and enthusiasm to learn new skills and technology within the scope of their position.
- Ability to work with initiative and autonomy demonstrating the ability to work co-operatively and provide proactive assistance as required.
- Demonstrated ability to maintain a high level of confidentiality and discretion across all areas of work.

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
- 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	August 2026
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