



Position Description

Position title	Administration Coordinator
Department / Division	Medical Services
Classification	Grade 4 Level 1 – Grade 4 Level 5 (AO41 – AO45)
Position reports to	Manager, The Education Hub
No. of direct & indirect reports	0
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 Education Hub is a dynamic team of interprofessional educators which aims to deliver excellence in education and training: improving individual health providers' skills, strengthening teamwork, assessing and improving our standardised operating procedures and leading the hospital with education components of embedding a learning health system. The Administration Coordinator will support the educators involved in development and facilitation of education programs across the Melbourne Children's Campus, and to paediatric healthcare staff across Victoria.

ROLE PURPOSE

The purpose of this role is to provide high level administrative support to The Education Hub with the aim of expanding and promoting education opportunities across the campus and externally. This well-organised, task orientated person will provide management support for many of the program operations, including Content and Learning Management Systems, coordination and development of e-Learn packages, as well as administrative support for the development and delivery, evaluation and research, and reporting of education programs. The Administration Coordinator will work in close collaboration with Educator Leads and Manager of The Education Hub.

KEY ACCOUNTABILITIES

Administration & Operations

- Provide high level administrative support to The Education Hub Team, including preparing materials for education programs.
- Maintaining, updating and promoting the education programs through the intra/internet (via the RCH content management system)
- Co-ordinate the development, testing and maintenance of e-Learning packages that support the education programs.
- Development and on-going management of the team operations manual
- Attend to queries via the shared email inbox in a timely manner
- Participate and assist with the organisation of other education activities and/or projects allocated by the Academic Leads and Manager of The Education Hub

Financial Coordination

- Maintain finances around in-coming and out-going invoices for the education programs
- Coordination of free and fee-paying programs online, including registration set up and managing finances around these programs
- Maintain financial records of the education invoices and support the Education Hub Manager with budget performance.
- Coordinate data entry, management and maintenance of, in addition to extraction of data for reports, audits, and research from the database

Quality

- Assist the education team with program evaluation and continual improvement of processes based on results
- Assist with the preparation of written reports, meetings, audits and hospital accreditation processes in collaboration with the Educator Leads and Manager of The Education Hub.
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Leadership & Strategy

- Support the Director and Manager of The Education Hub with the key performance indicators
- Provide leadership to the educators with the Content Management System and Learning Platform design and content.

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary qualifications in a related field along with relevant industry experience or a minimum of 2 years of experience in a similar role with the ability to work well as a senior team member.
- Proficiency in Office 365.

Desirable

- Experience with online survey (REDCAP) and event management tools and experience working with electronic databases
- Experience in the field of simulation, medical education and/or related programs
- Proficiency in Articulate Storyline, Content management systems, and Learning management systems

KEY SELECTION CRITERIA

- Ability to take initiative and work independently as well as collaboratively within an interprofessional team
- Ability to meet targets within required time-frames displaying good organisational, time management and prioritisation skills
- Maintain a sense of confidentiality and sensitivity in relation to the simulation education environment
- A strong work ethic and willingness to learn new system/software skills and take on ad-hoc tasks as required
- Excellent computer skills, including use of Microsoft Word, Excel and PowerPoint.

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 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 LGBTQI community and people with disability.

Position description last updated	January 2026
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