

Position Description

Position Title	Pharmacy Administrative Assistant		
Unit / Branch	Pharmacy/Operations		
Classification	Administration Officer Grade 3 Year 1 – 5 (AO31 – A035)	Employment Status	Full-time (1.0 EFT) On-going
Position reports to	Director of Pharmacy		
No. of direct & indirect report	N/A		
Location	The Royal Children's Hospital, Flemington Road, Parkville		
Position Contact	Brian Lilley, Director of Pharmacy		

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere.

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.

ROLE PURPOSE

The Administrative Assistant is the main administrative position within the Pharmacy. The role provides direct administrative support and assistance to the Director, and general administrative support for the wider Pharmacy team to efficiently manage the department, and to assist it to deliver Great Care. This position positively contributes to the delivery of professional and high-quality customer service for the patients, their families, hospital departments and external contractors. The role plays a key role in liaison with, and management of internal and external stakeholder relationships, including inpatient wards, Specialist Clinics and other hospital department and families.

KEY ACCOUNTABILITIES

Administration:

- Provide administrative support and advice to the Director of Pharmacy, including diary management and report writing.
- Manage and optimise administration workflows to ensure effective and efficient activities and flow.
- Lead the ongoing development, review, improvement and maintenance of administrative and office management

systems and processes, including introduction of new technologies

- Maintenance of office resources, including stationery and other consumable supplies
- Oversight for the management of Departmental meetings, including preparation, collation and dissemination of papers, and online technical support.
- Management of Departmental finances, including raising of purchase requisitions, payment of invoices, and assistance with budget build, in consultation with the Director of Pharmacy and Divisional Management Accountant
- Provide general administration support to other members of the Department as directed
- Provide support to Clinical Trials with delivery and accountability of clinical drug trial stock.
- Be responsible for managing the PBS claims and billing and raising issues with the appropriate stakeholders.
- Co-ordinate billing and liaison with Finance for Clinical Trial activity and Dispensary.
- Other duties as directed, consistent with the employee's level of skill, and classification.

People Management

- Advise and support the Director to ensure all departmental staff are credentialed in accordance with hospital policy and procedure, including on-boarding, renewal of annual professional registrations, completion of mandatory training and participation in annual performance reviews and development (PDAPs)
- Co-ordinate timesheet and on-line leave application completion by all Pharmacy staff.
- Liaise with Pay Office staff to remedy any pay issues.
- Manage the required mandatory positions and associated training, e.g., OH&S officer and fire wardens.
- Co-ordinate the communication of campus wide opportunities for staff
- Provide staff orientation.

Customer Service / Stakeholder Management

- As first point of contact for the department, provide a high-level service to all internal and external stakeholders, ensuring that all email and phone-based queries reach a resolution in line with departmental processes and procedures.
- Establish and maintain communication and consultation with all Departmental staff and other key stakeholders (hospital and community)

Teamwork

- Demonstrated active team member participation to ensure ongoing excellence in service delivery and teamwork
- Other duties as directed consistent with the employee's skill level and classification

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary qualifications in a related field along and/or relevant industry experience
- Demonstrated commitment to work and contribute as part of a team.
- Demonstrated flexibility and "can-do" attitude, with developed time management skills.
- Demonstrated proficiency in the use of established administrative processes
- Experience in continuous improvement
- High level skills in a range of computer software packages, including Microsoft 365.

Desirable

- Previous experience as an Office Administrative Assistant in a hospital/healthcare setting
- Demonstrated experience in using general computer applications.

KEY SELECTION CRITERIA

- Excellent interpersonal skills, being able to build rapport with internal and external stakeholders, staff, as well as patients and families
- Ability to multitask and deal with competing demands, whilst maintaining attention to detail
- Demonstrated ability to co-operate and work well with others in the pursuit of team goals
- Demonstrate initiative and forward thinking
- Demonstrated ability to build and maintain working relationships with key internal and external stakeholders
- Proactive approach to process improvement and problem resolution
- Highly developed organisational, communication and planning skills
- Ability to handle confidential and sensitive information with discretion

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
- 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:

- 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, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTIQI community and people with disability.

Position description last updated

November 2021