

## Position Description

<b>Position Title</b>	Administration Coordinator		
<b>Department / Division</b>	Paediatric Infant Perinatal Emergency Retrieval Service (PIPER) / Critical Care		
<b>Classification</b>	A031-A035	<b>Employment Status</b>	0.7EFT, ongoing
<b>Position reports to</b>	Director, PIPER		
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville		

### The Royal Children's Hospital

The Royal Children's Hospital (RCH) has cared for the children and young people of Victoria 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.

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 Royal Children's Hospital 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/>

In April 2016, the RCH became the first Australian hospital to implement the world-leading 'Epic' electronic medical record (EMR). RCH 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.

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.

Further information on the RCH including the new RCH Strategic Plan 2019-21 Great Care, Everywhere is available at [www.rch.org.au](http://www.rch.org.au)

### ROLE PURPOSE

Provision of high-level administrative support to PIPER predominantly for, but not exclusive to, PIPER Paediatric and Neonatal Education to enable these staff to focus on operational, strategic issues and clinical issues.

### KEY ACCOUNTABILITIES

#### Administration:

- Review, modify, design, implement and effectively maintain office management systems, and administration processes for PIPER Paediatric, including the maintenance of office supplies and clinical documentation supplies
- Coordinate administration workflow to ensure optimal outcomes within prescribed timelines
- Assess and prioritise incoming papers, emails and telephone enquiries and take follow up action by replying to and processing correspondence ensuring department requirements are met
- Answer telephone calls relating to PIPER Paediatric & Neonatal education and/or staff enquiries
- Maintain a proper and user-friendly filing and document control systems for reporting and tracking of all documents
- Maintain PIPER Paediatric website – upload material once approved by Director
- Arrange outreach teaching; specifically:
  - Training times

- Instructors for the courses
- Handouts
- Equipment
- Accommodation for instructors/participants
- Communication with personnel at teaching host sites
- Organise catering
- Book meeting rooms
- Monitor bookings and revenue on preferred booking system for training to maximise availability and ensure courses are filled to capacity
- Assist the PIPER outreach teams when presenting online programs when required- monitoring chat function and questions
- Adhere to financial policies
- Ensure payment of invoices for PIPER Paediatric as directed by the PIPER Director and the PIPER Leadership Team
- Raise tax invoices and pay invoices as required
- Create and process purchase requests for materials, consumables and equipment as required by the department
- Facilitate evaluation reports to referring hospitals
- Assist with PIPER Administration when PIPER Neonatal Administrator on leave
- Other duties as directed, which are consistent with the employee's skill level

**Quality:**

- Assist in monitoring and reporting on key performance indicators and other PIPER data entry as required
- Actively participate and contribute to continuous improvement and continuing education opportunities
- Prepare monthly data reports for ViCTOR Clinical Team for Governance meeting
- Produce and distribute reports for PIPER Paediatric as required
- With the PIPER Quality Officer, maintain the PIPER Paediatric database and uses this information to support research, education and conference presentations by staff at RCH
- Facilitate and support research projects in patient retrieval
- Coordinate the Annual PIPER Neonatal Outreach Conference with PIPER Director
- Provide support to PIPER projects to improve service delivery

**Customer Service/Stakeholder Management**

- Provide high level customer service to patients and stakeholders
- Answer all telephone and email queries from stakeholders including Department of Health for ViCTOR (Victorian Children's Tool for Observation and Response) website
- Establish and maintain communication and consultation with all Departmental staff and other key stakeholders (hospital and community)
- Liaise with associated bodies, specifically PIPER Paediatric for co-training possibilities
- Work in collaboration with multidisciplinary team

**Teamwork**

- Demonstrated active team member participation to ensure ongoing excellence in service delivery and teamwork
- Liaise with ViCTOR clinical team to respond in a timely manner to stakeholders clinical queries
- Other duties as directed consistent with the employee's skill level and classification

**QUALIFICATIONS AND EXPERIENCE**

**Essential:**

- Demonstrated commitment to work and contribute as part of a team
- Demonstrated proficiency in the use of established administrative processes
- Experience in continuous improvement
- Proficient in Microsoft Office computer packages

**Desirable:**

- Previous experience and knowledge of health service is desirable
- Knowledge of medical terminology
- Knowledge managing Eventbrite booking system
- Experience in providing administrative support to project management activities project management

**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)
- The employee needs to ensure that they maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure

**KEY SELECTION CRITERIA**

- Excellent interpersonal skills, being able to build rapport with internal and external stakeholders, as well as patients and families
- Ability to multi task and deal with competing demands
- Demonstrated ability to cooperate 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 and planning skills
- Highly developed verbal and interpersonal skills and attention to detail
- Demonstrated experience in providing advice using established and standardised procedures
- Ability to handle confidential and sensitive information with discretion

**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

May 2021