

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	AO21 - AO25
Position reports to	Operational: Area Manager, Victorian Infant Hearing Screening Program Professional: Director, Victorian Infant Hearing Screening Program
No. of direct & indirect reports	Nil
Location	Refer to Advert
Risk category	Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids.

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 PURPOSE

The purpose of the Hearing Screener/Administrative Assistant role is to work as a member of the VIHSP program by providing a hearing screening service to all infants as well as general administrative support to VIHSP. Hearing Screeners are based at hospitals/health services throughout Victoria. The Hearing Screener/Administrative Assistant provides newborn hearing screening as a clinical service, through the operation of specialised automated hand-held devices that assess the infant's auditory pathway. The Hearing Screener/Administrative Assistant collects and records patient information and clinical data, and records this accurately using VIHSP and hospital-based information systems and medical records (including electronic records and information systems). Furthermore, the Hearing Screener/Administrative Assistant is the public face for VIHSP, interacting and communicating with parents, guardians, clinicians and stakeholders about the screening process and results.

Please note: This position description relates to two components of the role, Hearing Screening and Administrative Assistance. The shifts you are rostered to may not require duties relating to both components of this role at all times.

KEY ACCOUNTABILITIES

Hearing Screener duties

- Perform hearing screening in accordance with VIHSP procedures
- Identify and prioritise newborn infants requiring screening
- Run reports to establish daily patient lists
- Manage patient data in VIHSP information systems to ensure records are accurate, complete and up to date
- Communicate with parents/guardians and hospital stakeholders about the newborn hearing screening pathway, informed consent, and next steps
- Liaise with other clinical staff, and administrative and clerical staff, for the purpose of delivering hearing screening services
- Maintain an up-to-date knowledge of and adhere to the current processes and procedures for newborn hearing screening
- Support new staff during orientation to hearing screener duties
- Work as a member of the larger VIHSP team located across Victoria for purposes of training and quality assurance

Administrative support duties

- General administrative support for the VIHSP screening team, the Area Manager, and the Senior Area Manager
- 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 duties
- Follow VIHSP hearing screening pathway procedures to ensure infants progress through the pathway per procedural requirements, including communication and documentation requirements
- Monitor and maintain adequate supplies and consumables for the screening program to operate effectively, and be responsible for ordering such supplies
- Assist with monthly quality improvement audits
- Book rooms, circulate agenda and prepare minutes for local team meetings
- Support new staff during orientation to administrative tasks
- Tracking of staff leave and attendance
- Distribution of rosters
- Other general administrative tasks.

Information systems and record keeping

- Timely updating of patient records with relevant clinical details and results; includes hard copy records, and electronic records and information systems
- Ensure all procedural requirements are met regarding documentation of screening services provided
- Check patient forms and records for completeness of information
- Ensure hard copy and electronic documentation is accurately and completely recorded and kept up to date
- Run reports from relevant VIHSP and hospital information systems for data reconciliation
- Maintain accurate and effective filing and document storage systems, both hard copy and electronic

Continuing professional development

- Undertake the training, continuing professional development, and competency assessments as required to establish and maintain a high level of hearing screening competency
- Attend a minimum of two VIHSP Continuing Professional Development Seminars on an annual basis

General responsibilities

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

- Work with an awareness of optimising performance in relation to the indicators that are relevant to the service, including screen capture, refer rates and timely communication with parents and stakeholders
- Ensure the cleanliness, safety and security of equipment and report any problems to the Area Manager
- Participate constructively in team-based activities including professional development
- Participate in quality assurance activities
- Be aware of and work in accordance with policies and procedures of the Royal Children's Hospital, and any hospital or health service where duties are undertaken
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach to all interactions
- Perform other duties aligning with role classification as directed.

QUALIFICATIONS AND EXPERIENCE

Essential

There is no pre-requisite qualification or experience for this role. Training and competency assessment is provided.

Desirable:

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

KEY SELECTION CRITERIA

- Ability to establish rapport with parents/caregiver in a health care setting
- Ability to build and maintain working relationships with key internal and external stakeholders
- Excellent interpersonal, oral and written communication skills, and professional demeanour
- Excellent organisational, time management and prioritising skills
- Ability to work well as a team member as well as independently when required
- Capacity to achieve excellent newborn hearing screening competence during the in-person onsite training program
- Efficient computer skills and the ability to enter data accurately
- Excellent attention to detail

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

RCH VALUES

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

July 2023