

Position Description

Position title	Program Support Officer (Newborn Hearing Screening)
Department / Division	Victorian Infant Hearing Screening Program, Centre for Community Child Health, Division of Medicine
Classification	Administrative Officer Grade 3 Level 1-5
Position reports to	Operational: Director, Victorian Infant Hearing Screening Program Professional: Director, Victorian Infant Hearing Screening Program
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient-facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>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.</p> <p>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.</p> <p>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/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p>

Further information on RCH is available at www.rch.org.au

ROLE PURPOSE

The Program Support Officer role contributes to the development, management, and coordination of administrative and program support activities of the Victorian Infant Hearing Screening Program (VIHSP), including but not limited to human resources, finance, procurement, reporting, professional development, and communications. The Program Support Officer ensures excellence in customer service and quality standards and is part of a wider group supporting continuous improvement initiatives. The role will assist the VIHSP Director and senior VIHSP team members to ensure the high-quality operation of the state-wide newborn hearing screening program. The appointed individual must demonstrate exceptional communication and interpersonal skills, demonstrating RCH values and excellence in stakeholder relationship management.

KEY ACCOUNTABILITIES

Administrative

- Provide administrative support to the VIHSP Director and senior VIHSP team members, including diary appointments, organising meetings and associated documentation, travel arrangements, word processing, and document management.
- Support coordination of program support staff rosters and leave management.

Communication

- Ensure regular communication with wider VIHSP team about relevant events and updates.
- Provide support for specialised data and information systems used across the VIHSP program.
- Organise and attend meetings as required and prepare and distribute agendas and minutes as requested.
- Attendance and participation in regular business meetings and continuing professional development events.
- Prepare VIHSP publications, presentations and communications and coordinate printing and distribution.

Finance and procurement

- Receive, manage, and coordinate allocation and stock control of resources and consumables statewide, including procurement and distribution of supplies.
- Receive, manage, and coordinate the processing and submission of VIHSP accounts payable for processing.
- Liaison with existing and new external suppliers, and internal Material Resources team.

Patient care

- Respond to clinical inquiries relating to VIHSP.
- Receive, process, update and manage patient records in multiple digital applications in accordance with VIHSP protocols.

- Liaise with VIHSP team members and external stakeholders to enhance patient care.
- Ensure accurate and up-to-date patient records.

People and Culture

- Administrative support for the VIHSP team to support staff recruitment, variations and termination.
- Work with RCH People and Culture to provide centralised human resources support for VIHSP staff.
- Assist with VIHSP onboarding new employees, including training, provision of resources, information systems access and liaison with host hospitals.
- Assist with the preparation of VIHSP staff professional development sessions.

Quality

- Assist with data management, including generating reports and maintaining databases.
- Initiate and promote areas of opportunity to improve administrative and program processes.
- Contribute to keeping VIHSP protocols up to date and keep abreast of and comply with all current protocols.
- Provide advice, guidance, and support to VIHSP staff and ensure RCH policy and procedures adherence.

Stakeholder relationships

- Serve as the front-line ambassador for VIHSP for professionals and parents who contact VIHSP Head Office at The Royal Children's Hospital.
- Build and maintain relationships with internal and external stakeholders and partners to ensure objectives are met and processes and procedures are followed.
- Be familiar with relevant services (such as relevant hospital groups or other networks).

Other

- Provide supervision and support to activities of junior interns, students, or volunteers.
- To work effectively as a member of the VIHSP Large Team and Centre for Community Child Health to support other staff and other duties as required.

QUALIFICATIONS AND EXPERIENCE

Essential

- Experience in an administrative role in the health sector

Desirable

- Relevant qualification in health and administration
- Experience working with health/patient data and/or records
- Experience in Human Resource administration
- Experience with preparing written communications and publications, including newsletters, websites, flyers, etc.

KEY SELECTION CRITERIA

- Excellent interpersonal skills and professional demeanour
- Excellent oral and written communication skills
- Excellent organisational, prioritising and time management skills
- Ability to work with multiple demands on attention
- Excellent attention to detail
- Proficiency with PC applications
- Ability to work well as a team member as well as independently when required
- Ability to build and maintain working relationships with key internal and external stakeholders

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

September 2023