



Position Description

Position title	Administration Coordinator
Department / Division	Victorian Forensic Paediatric Medical Service (VFPMS)
Classification	Grade 4 Level 1 to Grade 4 Level 5 (AO41 – AO45)
Position reports to	Director, VFPMS
No. of direct & indirect reports	N/A
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 Victorian Forensic Paediatric Medical Service (VFPMS) operates as a Centre of Excellence for Child Abuse and Forensic Paediatric Medicine. The service functions as a tertiary hospital referral centre and provides 24/7 advice and works in close collaboration with Victoria Police, Child Protection, and the criminal justice system and carries statewide responsibilities for forensic medical assessments and the care of children who have been abused, assaulted, or neglected.

It has a leadership role in developing standards, protocols and guidelines for forensic paediatric medicine in Victoria. It also acts as a central point for data collection, manages funding of fee-for-service consultations and serves as a leading Victorian centre for teaching and research on the medical aspects of child maltreatment.

ROLE PURPOSE

The purpose of the Administration Coordinator is to provide administrative support for the Victorian Forensic Paediatric Medical Service (VFPMS). They will be responsible for coordination of VFPMS administrative functions and to work collaboratively with the Nurse Unit Manager and reception staff to ensure effective running of the VFPMS. A key component of the role will be to provide confidential administrative support to the VFPMS Medical Director. Maintaining effective working relationships with other RCH departments is also a key objective of the role.

KEY ACCOUNTABILITIES

Administration

- Manage and optimise VFPMS administration workflows to ensure effective and efficient activities and flow.
- Lead the ongoing development, review, improvement and maintenance of VFPMS administrative and office management systems and processes, including introduction of new technologies and maintaining the VFPMS website.
- Process invoices, maintain VFPMS financial records and monitor budget performance in relation to the operation of the VFPMS state-wide network.
- Collate and submit VFPMS timesheets to Payroll and liaise with Payroll staff to remedy any pay issues.
- Prepare and maintain clinic and after-hours rosters for VFPMS medical staff to ensure service coverage.
- Schedule and oversee VFPMS and stakeholder meetings, including preparation, collation and dissemination of papers, and online technical support as required.
- Organise and oversee the day-to-day activities of VFPMS staff within clearly defined standards, budgets and timeframes.
- Support administrative tasks around recruitment and onboarding of VFPMS staff.
- Support daily administrative tasks including mail collection, ordering consumables, filing, and raising purchase requests to assist the smooth running of the VFPMS office.
- Support the Medical Director in the organisation of VFPMS education and training events, including the VFPMS annual seminar.
- Be aware of and work in accordance with hospital policies and procedures, including Occupational Health and Safety, Equal Opportunities and Confidentiality.

Quality

- Maintain Excel databases with VFPMS service delivery data and compile monthly reports to inform service reporting requirements, including reporting on key performance indicators.
- Actively participate and contribute to continuous improvement and continuing education opportunities.
- Support VFPMS projects to improve service delivery.
- Participate in annual performance review and professional development.

Customer Service / Stakeholder Management

- Provide a high level of customer service to VFPMS patients and stakeholders, ensuring that all in-person, email and phone-based queries reach a resolution in line with departmental processes and procedures.
- Maintain sound knowledge of and facilitate liaison with external organisations relevant to VFPMS service delivery such as: Department of Families, Fairness and Housing, Victoria Police, Victorian courts, Health services linked to the VFPMS network and the Victorian Institute of Forensic Medicine.
- Maintain internal and external communications with VFPMS staff and other key stakeholders.

- Work collaboratively within a multidisciplinary team. Work competently within RCH structures and develop effective working relationships with RCH departments including Gatehouse, Social Work, Finance and Human Resources.

Teamwork

- Demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork.
- Provide advice, guidance and support to line managers and staff and ensure adherence with policy and procedures and relevant legislation.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in a related field along with a minimum of 2 years of experience and/or several years of experience in a similar role in an equivalent industry or role.
- Ability to work well as a senior team member with strong engagement and stakeholder management.
- Previous experience working in a dynamic environment, with a strong patient / customer focus.

Desirable:

- Previous experience in the healthcare setting.
- Demonstrated understanding of financial and analytical knowledge.

KEY SELECTION CRITERIA

- Demonstrated experience performing a similar role and ability to prioritise conflicting demands whilst maintaining expectations/timelines with internal and external stakeholders.
- Excellent interpersonal and communication skills both written and verbal using a variety of methods such as verbal and ICT platforms (email and instant messaging).
- Ability to interact with a variety of stakeholders whilst demonstrating excellent attention to detail.
- Demonstrated proficiency in the use of established administrative processes and ability to contribute to their continuous improvement
- Proficient in Microsoft 365 and office-based technologies.
- Ability to work under pressure and be flexible with changing priorities
- Highly motivated individual who can recognise opportunities for improvement and develop new procedures.
- Excellent analytical and problem-solving skills with a proactive approach to problem resolution.
- Demonstrated ability to manage a complex program or business function with multiple competing tasks.
- Demonstrated understanding of financial principles.
- Ability to work autonomously, and within a team.

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

December 2025