



## Position Description

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| <b>Position title</b>                       | Administration Officer  |
| <b>Department / Division</b>                | Complex Care Hub, Access and Clinical Operations  |
| <b>Classification</b>                       | Grade 2 Year 1- Year 5<br>(A021 - A025)   |
| <b>Position reports to</b>                  | Nurse Unit Manager, RCH Complex Care Hub  |
| <b>No. of direct &amp; indirect reports</b> | NA  |
| <b>Location</b>                             | The Royal Children's Hospital, Flemington Road, Parkville   |
| <b>Risk category</b>                        | 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](http://www.rch.org.au)

### ROLE CONTEXT

The Royal Children's Complex Care Hub is an interdisciplinary service that coordinates the health care experiences for complex patients and their families. Patients with complex needs frequently require multiple teams, advanced technology and medical equipment to support their care needs, both within the hospital, community and at home.

## ROLE PURPOSE

The purpose of this role is to support the Royal Children's Complex Care Hub to provide an integrated, coordinated and family centred approach to care and treatment for identified patients. This role will assist the Complex Care Hub team by promoting effective communication and collaboration. This role provides administrative support and data management for the Complex Care Hub programs and will assist in optimising the service provision for patients and families.

## KEY ACCOUNTABILITIES

### Customer Service and Stakeholder Engagement

- Provide a high standard of customer service by triaging and actioning contacts from patients and families in a timely and professional manner.
- Strong customer service focus with the demonstrated ability to build and maintain key working relationships across the organisation.
- Maintenance of internal and external communications.
- Work collaboratively with the multidisciplinary team to ensure the delivery of competent, efficient and patient- focused administrative support.

### Administration

- Follow standard operating procedures and work plans to complete tasks as directed.
- Coordinate administration workflow to ensure optimal outcomes within prescribed timelines.
- Coordinate multidisciplinary meetings on behalf of clinical staff.
- Other duties as directed consistent with the employee's skill level and classification.

### Quality

- Contribute to the ongoing review and improvement of administration processes that strengthen communication, coordination and service quality.
- Assist with the collection, analysis and collation of program measures and data to inform reporting and evaluation.
- Participate in activities including performance reviews and development plans; training and team activities as scheduled.

### Teamwork

- Actively participate as part of a team to ensure ongoing excellence in service delivery and contribute to continuous improvement.
- Work under direct to routine supervision.
- Communicate clearly and respectfully with colleagues to promote shared understanding and coordinated effort.
- Demonstrated ability to co-operate and work well with others in the pursuit of team goals.

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Demonstrates proficiency in the use of established administrative processes.
- Demonstrates commitment to work and contribute as part of a team

**Desirable:**

- An understanding of the healthcare sector

**KEY SELECTION CRITERIA**

- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers
- Demonstrated ability to cooperate and work well with others in the pursuit of team goals
- Strong organisational skills
- Well-developed verbal communication and interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Ability to handle confidential and sensitive information with discretion
- Ability to follow standard operating procedures, analyse situation and or information, clearly and accurately communicate information
- Highly developed organisational and planning skills
- Ability to work with initiative, autonomy and as part of 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.**

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| <b>Position description last updated</b> | <b>November 2025</b> |
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