

## Position Description

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| <b>Position title</b>                       | Administration Officer                                                                                                |
| <b>Department / Division</b>                | Specialist Clinics, Ambulatory Services                                                                               |
| <b>Classification</b>                       | Grade 1, Level 1- Grade 1, Level 5.<br>(AO10 – AO12)                                                                  |
| <b>Position reports to</b>                  | Nurse Unit Manager- Specialist Clinics                                                                                |
| <b>No. of direct &amp; indirect reports</b> | Nil                                                                                                                   |
| <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 |

| <b>The Royal Children's Hospital</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <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 <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p> |

| ROLE PURPOSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <p>The position of Administration Officer- Access, completes all administrative requirements relating to access of specialist clinics, which include but are not limited to, waitlist management, referral management and triaging.</p> <p>The access team are responsible for ensuring all referrals move through the referral receipting and triaging processes efficiently and effectively, within the timeframes set by the Department of Health.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| KEY ACCOUNTABILITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Complete all referral receipt and registration administrative tasks.</li> <li>• Monitor and oversee triage processes, liaising with clinical departments when required.</li> <li>• Add relevant patients to the specialist clinics wait lists.</li> <li>• Complete relevant work queue requirements</li> <li>• Follow referral management processes, procedures, and standard work practices.</li> <li>• Maintain data integrity of the waitlists.</li> <li>• Monitor waitlist validation processes and action any associated error files.</li> <li>• Monitor relevant Victorian Integrated Non-admitted Health (VINAH) dataset errors and take corrective action as directed.</li> <li>• Identify and replace expired referrals.</li> <li>• Identify and manage duplicate referrals appropriately.</li> <li>• Review, respond and action emails and in-basket from clinicians/staff.</li> <li>• Ensure administrative requirements for referral management, waitlist and triage occur within the nominated timeframe as outlined in the Specialist clinics in Victorian public hospitals, Access policy.</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Attend to patient and family enquiries where appropriate.</li> <li>• Liaise with families and carers requiring updated referrals.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Maintain quality standards through active participation in regular audits, quality checks and listen to feedback.</li> <li>• Attend and participate in daily huddles.</li> <li>• Actively contribute to continuous improvement strategies and participate in project team activity as requested.</li> <li>• Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate.</li> <li>• Participate in activities including performance reviews and development plans; training and team activities as scheduled</li> <li>• Utilise and support communication systems, including timely and accurate review of information impacting team operations and understanding of business requirements.</li> <li>• Assist in the induction and training of new staff according to documented procedures and work practices.</li> <li>• Other duties as directed consistent with the employee's skill level and classification.</li> </ul> |

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Previous data entry experience.
- Demonstrated experience in Microsoft 365.

### Desirable:

- Demonstrated experience in using computer applications, including but not limited to, Referral management systems, Electronic Medical Records and Patient demographic systems.
- Previous experience in a specialist clinic or healthcare setting
- An understanding of the Specialist clinics in Victorian public hospitals, Access policy

## KEY SELECTION CRITERIA

- Possess, demonstrate, and apply effective communication and interpersonal skills.
- Able to exercise good time management skills and prioritisation between competing tasks. Flexible approach to work demands.
- Professional demeanour
- Demonstrated ability to trouble shoot and resolve issues.
- Ability to work and contribute to a team setting.

## 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

January 2024