

Position Description

Position title	Administration Officer
Department / Division	Centre for Community Child Health/Division of Medicine
Classification	Grade 2 level 1 to Grade 2 level 5 (AO21 – AO25)
Position reports to	Deputy Director, CCCH
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
<p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</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> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE CONTEXT
<p>The Pathway to Good Health clinic is a multi-disciplinary assessment clinic for children and young people who have recently entered out-of-home care (under Child Protection). It aims to conduct a broad assessment of health needs across all domains of health: physical, developmental, mental and psychosocial health, and provide a Health Management Plan for the General Practitioner and case manager to implement. The Victorian Centre of Health Leadership for Children in Care provides clinical leadership support to the statewide Pathway to Good Health Program, conducting regular professional development and training activities for clinicians across Victoria. Pathway to Good</p>

Health and the Victorian Centre of Health Leadership for Children in Care are part of the Clinical Services team within the Centre for Community Child Health, which trains paediatric doctors and delivers a range of developmental-behavioural clinics.

The Pathway to Good Health and Victorian Centre of Health Leadership for Children in Care are key to supporting the RCH Strategic Plan, particularly Goal 3: healthy children and young people in the community and Goal 2: an integrated paediatric service system.

ROLE PURPOSE

The Administration Officer is part of the Centre for Community Child Health clinical services administrative team with the primary responsibility of providing support to the Pathway to Good Health clinic and Victorian Centre of Health Leadership for Children in Care activities within the broader context of supporting the Centre for Community Child Health clinical services activities. Regular tasks will include scheduling appointments; supporting timely communication via email and phone with a range of stakeholders e.g. carers, parents, Child Protection practitioners, statewide clinicians within the statewide Pathway to Good Health program; support for online training and professional development activities.

KEY ACCOUNTABILITIES

Administration

- Register patients within Royal Children's Hospital Electronic Medical Record (EMR) and the Pathway to Good Health statewide database
- Provide efficient administration for the Pathway to Good Health clinics and activities of the Victorian Centre of Health Leadership for Children in Care
- Monitor email inboxes and respond to phone and email inquiries relating to Pathway to Good Health and Centre for Community Child Health clinical services
- Maintain clear records of communication with Child Protection and progress of intake process for Pathway to Good Health clinics
- Schedule appointments for Pathway to Good Health clinics
- Complete administrative tasks associated with running the Pathway to Good Health Clinics to support communication before and after appointments with all stakeholders and promote timely attendance
- Administrative support of the activities of the Victorian Centre of Health Leadership for Children in Care to enable the delivery of online training and professional development activities, including scheduling online training sessions and meetings.
- Assist with additional administrative tasks as requested within the scope and skill set of this role, for the Clinical Services team of Centre for Community Child Health.

Customer service and stakeholder management

- Deliver high quality, professional and timely service to patients and families.
- Build strong relationships with internal and external stakeholders to ensure seamless and consistent engagement.
- Act as the first point of contact, providing accurate information, advice and resolution of queries
- Develop and maintain internal and external communications

Teamwork

- Work collaboratively with colleagues to achieve team goals.

- Actively participate as part of a team to ensure ongoing excellence in service delivery and contribute to continuous improvement
- Work in collaboration with multidisciplinary teams
- Share knowledge, skills and resources to build team capability and effectiveness.

Quality

- Participate in and contribute to quality improvement activities and audits
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate
- Participate in activities including performance reviews and development plans; training and team activities as scheduled.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Proficiency in the use of established administrative processes in a health setting (appointment scheduling; compliance with privacy and confidentiality protocols; navigate health information systems).
- Strong proficiency in Microsoft Office package (especially Word, Excel, PowerPoint, Outlook, Teams, including scheduling and recording meetings)

Desirable:

- An understanding and experience within the healthcare sector
- Experience using Electronic Medical Record
- Ability to communicate sensitively and professionally with families, health professionals, and child protection authorities to support the wellbeing of vulnerable children

KEY SELECTION CRITERIA

- Demonstrated ability to work and contribute within a team environment
- Demonstrated high quality customer service skills and experience in dealing with complex problems in an administrative role within a health care environment
- Experience working as part of an administration team with regular contact with patients and families
- Demonstrated ability to maintain confidentiality in all areas of work
- Strong organisational skills
- Highly developed written, communication and interpersonal skills, for a range of audiences
- Strong attention to detail in terms of accuracy and entirety of information
- Demonstrated ability to participate effectively in a multidisciplinary team
- Demonstrated good time management skills and prioritisation between competing tasks and a flexible approach to work demands
- Ability to quickly learn new computer software programs and other skills relevant to the role (with training)

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	July 2025
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