

Position Description

Position title	Clinic Coordinator
Department / Division	Specialist Clinics / Ambulatory Services
Classification	Grade 2 Year 3 – Grade 2 Year 5 (A023 – A025)
Position reports to	Nurse Unit Manager, Specialist Clinics
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> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE PURPOSE

The position of Clinic Coordinator in specialist clinics is a front-line customer service role involving a high level of interaction with patients and their families, medical, nursing, and allied health staff. The position is responsible for allocated department/clinic portfolios and is required to have in depth knowledge of this area to allow the provision of specialist administration support.

They will be the main point of contact for their allocated departments/clinics for administration issues, liaising with the relevant Specialist Clinics Team Leader as required, and a point of escalation and support for their customer service team. The position will provide reports as requested by the management of their department/clinic portfolios and specialist clinics.

KEY ACCOUNTABILITIES

Administration

- Ensures clinics run at full capacity on a daily basis
- Management of all relevant work queues in EPIC
- Delegation of administrative workload equitably and fairly across the customer service team
- Oversee all aspects of scheduling appointments for relevant clinical portfolio
- Support the achievement of DH Specialist clinics in Victorian public hospitals, Access policy targets related to scheduling and discharge
- Support the achievement DH Statement of Priority targets for scheduling Urgent and Non-urgent patients
- Working with allocated departments/clinics to build, improve and maintain clinic templates
- Manage Clinic Cancellation and rescheduling requests
- Ensure appropriate and prompt management of clinician requests orders and in-basket requests

Customer Service

- Always ensure excellence in customer service
- Deal with advanced enquiries relating to department/clinic portfolio, either via phone calls, email or in person
- Ensure a high quality of customer service is provided to both patient and families and to department/clinic staff

Support of systems

- Provide IT support to customer service officers, clinicians, and nurses
- Deal with advanced enquires or troubleshooting related to telehealth
- Oversee relevant SMS reminders
- Responsible for managing reporting data for Medicare/VINAH in line with requirements

General

- Actively participate in department/clinic team meetings and huddles
- Instigate and participate in process improvement initiatives
- Share best practice with other Clinic Coordinators and support standardised processes and procedures
- Work closely with Customer service team and ensure they are kept well informed of local and organisational information updates
- Support the education of key internal stakeholders regarding the business requirement for departments/clinics

- Escalate unresolved or high-risk issues to the Team leader
- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback
- 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
- Provide feedback to the Team leader regarding Customer service staff performance
- Utilise and support communication systems, including timely and accurate review of information impacting team operations and understanding of business requirements
- Assist in the induction and training of new staff according to documented procedures and work practices
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork
- Identify any perceived risks in line with operational and financial challenges and bring to the attention of the Team Leader
- Other duties as directed consistent with the employee's skill level and classification

QUALIFICATIONS AND EXPERIENCE

Essential:

- Previous experience working in a busy front line customer service-based role
- Proficient communication skills
- Demonstrated experience in working as part of a team

Desirable:

- Previous experience in a health care setting
- Previous experience in a Specialist Clinic setting
- Experience in using health computer applications, including but not limited to, Referral management systems, Electronic Medical Records and Patient demographic systems.

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
- Demonstrated ability to trouble shoot and resolve issues
- Ability to work and contribute in a team setting
- Strong customer service skills

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 LGBTIQI community and people with disability.

Position description last updated

May 2023