

Position Description

Position title	Customer Service Clerk
Department / Division	Equipment Distribution Centre (EDC) / Ambulatory Services
Classification	Grade 2 Year 1 – Grade 2 Year 5 A021 – A025
Position reports to	Operational: Manager, Equipment Distribution Centre
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 <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 Equipment Distribution Centre (EDC) operates under the Division of Ambulatory Services within the Allied Health Directorate. We operate out of a small onsite warehouse. Our primary purpose is to provide patients preparing for discharge with the equipment they require to ensure safe and successful rehabilitation at home. The work involves close collaboration with other allied health clinicians such as Occupational Therapists and Physiotherapists, and</p>

nursing staff on the wards. The EDC also manages the monthly distribution of medical consumables to patients on home-care programs who qualify for supplies under government funded programs. Families can pick up these consumables when they visit the RCH for an appointment or have them delivered to their residence.

ROLE PURPOSE

To provide clients of the Equipment Distribution Centre (EDC) with equipment and consumables in line with hospital and departmental guidelines. The role is responsible for the issue and return of equipment and the issue of medical supplies to clients. The role can best be described as a combination of retail, customer service, administration, picking and packing and stock control duties.

KEY ACCOUNTABILITIES

Customer Service:

- Build positive relationships with clients to achieve outstanding service experience.
- Maintain excellent working relationship with clinicians and other stakeholders within the RCH.
- Answer queries and process orders via telephone, email, online store, fax, or face to face.
- Use hospital systems to obtain patient demographic details.
- Record transactions in the EDC order and inventory management software application, taking care to leave appropriate notes to facilitate smooth interaction with clients.

Inventory management:

- Build constructive working relationships with suppliers.
- Assist with the daily ordering and receipt of incoming goods.
- Participate in the annual stocktake.

Issuing equipment and consumables, invoicing and receipting:

- Differentiate between patient pathways and provide equipment and consumables accordingly.
- Describe and demonstrate features of hire equipment.
- Apply Department of Health policy and guidelines when transacting for the Victorian Children's Ostomy Association.
- Apply hospital policies and processes when transacting for the hospital.
- Accurately process, pick and pack customer orders.
- Accurately invoice for equipment and consumables issued.
- Receive money and accurately record payment details, adhering to financial policies.
- Record cheque, journal, and terminal refunds as per departmental policy.
- Understand different delivery methods and process shipments accordingly.
- Follow up outstanding invoices and overdue equipment in accordance with policy and procedure.

Quality & team work:

- Gain a detailed understanding of the equipment and consumables stocked, with the ability to identify key consumables used in the different programs run through EDC including Ostomy, Tracheostomy, Home Enteral Nutrition, Haemophilia and Continence Programs.
- Understand programs and services run through EDC and ensure they are delivered correctly and in a timely manner.
- Participate in training and staff meetings to increase understanding of the equipment and products.
- Participate in continuous improvement projects.
- Participate in a backup duty roster as required to ensure business continuity.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Experience building rapport with clients, face to face and over the phone.
- Experience with physically demanding tasks & standing upright for the majority of the shift.
- A basic working knowledge of Microsoft Office package (Teams, SharePoint, Outlook, Word and Excel).

Desirable:

- An understanding of the healthcare sector.
- Experience with EFTPOS.
- Front of house sales experience in retail, ideally with some exposure to warehouse duties.

KEY SELECTION CRITERIA

- Commitment to work and contribute as part of a team.
- Ability to multi-task, plan and prioritise in a fast-paced customer service environment.
- Strong organisational and planning skills.
- Ability to operate with a high degree of accuracy.
- Ability to problem solve, provide a high level of customer service, understand, and resolve customer queries in a timely manner.
- Able and willing to work in shift rotation (early / late shift).
- Highly developed interpersonal skills, including the ability to liaise with people of different ages and backgrounds, work within a small team and manage conflict.
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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 and NDIS Workers Check throughout their employment.
- 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.

INHERENT REQUIREMENTS OF THIS ROLE

There are a number of critical work demands (inherent requirements) that are generic across all positions at The Royal Children's Hospital. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Workplace Health & Safety.

Physical Demands		Frequency
Work Hours	This role is typically performed during standard business hours	Mo-Fri 7:45-16:15
	This role requires shift work, including day, afternoon, night & weekends	Not at present, potentially in the future.
	This role is required to participate in an on-call roster	No
Sitting – remaining in a seated position to complete tasks		Frequent
Standing – remaining standing without moving about to perform tasks		Frequent
Walking – floor type even, vinyl, carpet, concrete		Prolonged/Constant
Lean forward/forward flexion from waist to complete tasks		Frequent
Trunk twisting – turning from the waist to complete tasks		Rare
Kneeling – remaining in a kneeling position to complete tasks		Occasional
Squatting/crouching – adopting these postures to complete tasks		Occasional

Leg/Foot movement – to operate equipment		Rare
Climbing stairs/ladders – ascending/descending stairs, ladders, steps		Rare
Lifting/Carrying	Light – less than 5 kilos	Frequent
	Moderate – 5-10 kilos	Occasional
	Heavy – 10-20 kilos	Rare
Push/Pull of equipment/furniture	Light forces – less than 10 kilos	Frequent
	Moderate forces - 10-20 kilos	Rare
	Heavy forces – over 20 kilos	Not Applicable
Reaching – arm fully extended forward or raised above shoulder		Occasional
Head/Neck Postures – holding head in a position other than neutral (facing forward)		Occasional
Sequential repetitive actions in short period of time	Repetitive flexion & extension of hands, wrists & arms	Frequent
	Gripping. Holding, twisting, clasping with fingers/hands	Frequent
Driving – operating any motor-powered vehicle with a valid Victorian driver's licence		Not Applicable
Sensory Demands		
Sight – use of sight is integral to most tasks		Prolonged/Constant
Hearing – use of hearing is integral to most tasks		Prolonged/Constant
Touch – use of touch is integral to most tasks		Prolonged/Constant
Psychosocial Demands		
Observation skills – assessing/reviewing patient entitlement cards, products etc		Prolonged/Constant
Problem solving issues associated with correct supply of goods		Frequent
Attention to detail		Prolonged/Constant
Working with distressed patients and families		Occasional
Dealing with aggressive and uncooperative people		Occasional
Dealing with unpredictable behaviour		Occasional
Exposure to distressing situations		Rare
Definitions used to assess frequency of tasks/demands as above		
Prolonged/Constant		71-100% of time in position
Frequent		31-70% of time in position
Occasional		16-30% of time in position
Rare		0-15% of time in position
Not Applicable		

Position description last updated	December 2024
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