Position Description

Position title	Emergency Department Clerk
Department / Division	Emergency Department/Critical Care
Classification	Grade 2 Level 1 – Grade 2 Level 5 (AO21 – AO25)
Position reports to	Administration Manager, Emergency Department
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

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

ROLE CONTEXT

The Royal Children's Hospital Emergency Department operates 24 hours a day, seven days a week, providing urgent medical care to babies, children and adolescents. The Department sees approximately 95,000 patients each year and is supported by a multidisciplinary team comprising medical, nursing, clerical, allied health (including social work, mental health and child life therapists), administrative staff and ward services assistants.

As an Emergency Department Clerk, you will work collaboratively within this multidisciplinary team, providing essential administrative and clerical support to facilitate the efficient delivery of patient care and contribute to a positive experience for children and their families. The clinical area currently comprises four resuscitation rooms, 26 cubicles and four procedure rooms, and is closely associated with Medical Imaging and Dolphin Medical Short Stay. The Emergency Department is also undergoing an exciting expansion, due for completion at the end of 2026.

ROLE PURPOSE

The purpose of Emergency Department Clerk position is to provide frontline customer service for patients and families presenting to the Emergency Department and clerical support to the clinical team.

KEY ACCOUNTABILITIES

Administration

- Be responsible for the accurate and timely entering of information into the hospital database, ensuring adherence to department procedures.
- Be the first point of contact for the Emergency Department receiving telephone enquiries and person to person contact.
- Register patients attending the Emergency Department.
- Accurate use of the Medical Record System, ensuring patients are given all required information including private and public admissions processes within the hospital.
- Book clinic appointments in line with documented booking rules and clinic templates.
- Coordinate the discharge process for patients from the Observation Unit.
- Liaise with bed allocation staff to ensure efficient transfer of patients to wards.
- Process after-hours elective admissions.
- Arrange outpatient appointments as required/Patient Portal Sign Up.
- Complete any relevant Health Information Services scanning.
- Other duties as directed consistent with the employee's skill level and classification.

Customer Service/Stakeholder Management

- Develop and maintain strong working relationships with key internal and external stakeholders.
- Work within a team environment to provide a high-level customer focused administrative function, representing the Emergency Department.
- Meet and greet patients and families in a friendly and helpful manner.
- Provide exceptional customer service to patients and families, responding to enquiries and providing accurate information.
- Check and update patient details.
- Assist patients and families with finding their way.

Quality

- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback.
- Actively contribute to continuous improvement strategies and participate in project team activity as requested.
- Ensure Reception and working area is kept clean & tidy.

- 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.
- Utilise and support communication systems, including timely and accurate review of information impacting team operations and understanding of business requirements.

Teamwork

- Work collaboratively within a multidisciplinary team to ensure efficient and effective service delivery.
- Contribute to the continuous improvement of processes and procedures within the department to assist in effective and efficient operations.
- Attend and participate in daily huddles as per roster.
- Assist in the induction and training of new staff according to documented procedures and work practices.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Strong customer service focus
- Demonstrated commitment to work and contribute as part of a team
- Proven experience working in a busy front line customer service role dealing with large volumes of people
- Demonstrated experience in using various computer applications, including Microsoft office programs

Desirable:

- Experience and the ability to learn new computer systems
- Knowledge of medical terminology
- Experience working in a health care setting

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
- Demonstrated ability to trouble shoot and resolve issues
- Well-developed verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders
- Highly developed attention to detail
- Flexible approach to work demands
- Ability to handle confidential and sensitive information and situations with discretion

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

- 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 2026