

Position Description

Position title	Team Leader- Specialist Clinics
Department / Division	Specialist Clinics, Ambulatory Services
Classification	Grade 4 Year 1 – Grade 4 Year 5 (A041 – A045)
Position reports to	Administration & Operations Manager, Specialist Clinics
No. of direct & indirect reports	7-15 direct reports
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

Ambulatory Services is one division of the RCH and is predominantly focused on community-based care and outpatient services. Ambulatory Services works closely with the other divisions within RCH including Critical Care, Surgery and Medicine to enable our patients to remain at home. Due to the nature of Ambulatory Services, there is

significant administrative responsibilities including referral management, community visit planning, patient arrivals and departures etc.

The Specialist Clinics Administrative team provide essential support across all aspects of outpatient workflows. This includes tasks such as referral management, appointment check in, making or rescheduling appointments, MBS compliance and customer support.

ROLE PURPOSE

The Team Leader, Specialist Clinics is responsible for the operational leadership and coordination of services within their portfolio. They provide supervision and guidance to their team, foster a collaborative and patient-centred culture, and ensure efficient service delivery through effective workforce management, standardised processes, and clear communication. The Team Leader provides supervision, guidance, and task allocation to their team, fosters a collaborative and open team culture and works closely with their manager and clinical teams to deliver integrated, high-quality services aligned with organisational strategy and values, while consistently role modelling those values in practice.

KEY ACCOUNTABILITIES

Leadership

- Provide leadership, supervision, and support to all team members, fostering a collaborative, respectful, and engaged team culture.
- Support professional development, performance planning, and competency monitoring, including onboarding and training of new staff.
- Promote high-quality, patient-centred service delivery and adherence to quality standards.
- Lead by example in customer service, actively participate in audits, quality checks, and benchmark best practice.
- Conduct team engagement through regular meetings, provide timely feedback, and address issues or conflicts proactively.
- Ensure mandatory training is completed and adequate staffing coverage is maintained, including cross-training as required.
- Accurate maintenance of team rosters and leave planning of the administration portfolio whilst ensuring optimum service delivery coverage is always maintained
- Provide IT support to staff
- Lead by example in providing excellence in customer service.
- Promote active team member participation to ensure ongoing excellence in service delivery and teamwork
- Listen to team members' feedback and resolve any issues or conflicts
- Provide timely performance feedback to staff in a professional manner that promotes a positive culture within the workplace.

Strategy

- Maintain a strong understanding of the portfolio, including staffing, workload, and overall operational requirements.
- Oversee the operational management of the portfolio, ensuring KPIs and service standards are achieved.
- Monitor workload, staffing, and team performance, providing reports and addressing risks or issues as required.

- Coordinate clinic setup, room allocation, scheduling, and daily huddles, Staff 1:1 meeting to ensure smooth service delivery, escalating areas of concern and risks to Administration & Operations Manager, Specialist Clinics
- Collect, analyse, and present monthly service activity and performance data, including KPIs in line with DHHS Access Policy.
- Respond to advanced enquiries from patients, families, and staff, ensuring a high standard of customer service.
- Assist in incident investigation and respond to consumer feedback as needed via VHIMS
- Provide cover for team roles when required.
- Ensure DHS Specialist clinics in Victorian public hospitals, Access policy targets related to scheduling and discharge are achieved
- Ensure VINAH (Victorian integrated non-admitted health data set) errors are managed in a timely manner and looks for opportunities to reduce future errors
- Participate in department/clinic team meetings where appropriate and the delivery of the actions set as delegated by the Outpatient Services Managers
- Other duties as directed consistent with the employee's skill level and classification

Quality

- Implement and maintain specialist clinic procedures, processes, and standard work.
- Maintain team scorecards and communicate successes and improvement opportunities to staff.
- Ensure compliance with leave management, rosters, breaks, and backfill arrangements to maintain service coverage.
- Support operational communication systems, ensuring accurate, timely information is shared with the team.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Several years' experience in the field or a qualified tertiary graduate with minimum 2 years' experience.
- Excellent communication skills
- Experience in continuous improvement

Desirable:

- Extensive experience working in a health care setting
- Broad experience in a specialist clinic setting
- Advanced experienced in using health computer applications, including but not limited to, Referral management systems, Electronic Medical Records and Patient administration systems.

KEY SELECTION CRITERIA

- Demonstrate strong decision-making skills, working both autonomously and collaboratively within a team.
- Demonstrated excellence in Customer Service
- Demonstrated commitment to lead and contribute to part of a team
- Effectively manage time, prioritise multiple tasks, balance competing demands, and meet deadlines.
- Apply excellent communication and interpersonal skills with staff, patients, and stakeholders.
- Adapt flexibly to changing priorities and work demands, resolving issues proactively.
- Maintain a professional demeanour while promoting process improvement and problem-solving initiatives.

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	October 2025
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