

Position Description

Position title	Administration Lead
Department / Division	Support After Sexual Harm (SASH) / Division of Digital and Allied Health
Classification	Managers and Administrators Grade 4 Year 1-5 (AO41-AO45)
Position reports to	Operational: Director, SASH Professional: NA
No. of direct & indirect reports	Direct: 2 Administration Officers Indirect: 40
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

SASH (Support After Sexual Harm) at RCH provides counselling and support for children who have experienced sexual harm or engaged in harmful sexual behaviours, and their families. SASH service delivery is underpinned by the following principles:

- Trauma transformative practice
- Child-centred family-focussed
- Child Rights and justice.
- Culture, identity and equity
- Ecological and integrated
- Partnerships and collaboration

SASH is a Member of Sexual Assault Services Victoria (SASVic) and employs a team of clinicians with specialist skills and qualifications in working with children who have experienced sexual harm or engaged in harmful sexual behaviour, and their families. SASH sits within the Digital and Allied Health Division at the RCH.

ROLE PURPOSE

The Administration Lead is responsible for the coordination, delivery, and continuous improvement of SASH administrative functions, and management of the SASH administration workforce. The role oversees daily provision of integrated, high-quality administrative services that support all aspects of SASH service delivery, strategic commitments, and engagement with internal and external stakeholders including client access and flow, coordination of data, timelines and reporting; procurement and purchasing in accordance with financial compliance requirements; asset management, staff onboarding and offboarding, and stakeholder liaison and communication. Reporting directly to the SASH Director, the Administration Lead provides operational leadership to the administration team, including workforce planning, task allocation, supervision, performance support, and day-to-day coordination.

KEY ACCOUNTABILITIES

Administration process and procedures

- Develop, review and implement effective scheduling, access and flow processes for SASH clinical services using the RCH electronic medical system (EMR).
- Manage and coordinate the clinic room bookings by regularly reviewing capacity to ensure optimal usage.
- Coordinate administration workflow to ensure seamless service delivery.
- Timely and efficient coordination of data and service activity to support SASH reporting and contractual obligations.
- Adhere to financial policies.
- Ensure provision of administration support, supplies and procurement of all SASH sites.
- Provide IT support to staff for the various databases such as the electronic medical records system, IRIS, IBA, video conferencing and Office365.
- Organise departmental team meetings including room bookings, invites, agenda's, minutes actions, and IT requirements.
- Ensure all SASH administrative procedures, processes and standard workflows are developed, documented reviewed, and updated as required.
- Communicate changes and updates to administrative and operational processes in a timely manner.

- Other duties as directed consistent with the employee's skill level and classification.

Customer service

- Provide high level customer service to clients and internal and external stakeholders.
- Provide advice, guidance and support to staff to ensure adherence with SASH Vision, principles and operational policy and procedures when providing client administrative services.
- Manage staff leave, breaks and backfill to ensure service delivery is always maintained.
- Provide cover for team roles when required.

Leadership and management

- Work as an effective member of the SASH leadership team.
- Lead, build and maintain key working relationships with internal and external stakeholders.
- Manage and supervise SASH Administration team members.
- Provide regular supervision, feedback and performance development reviews with team members.
- Organise and oversee the day-to-day activities of SASH administration and operations.
- Orient and train new administration staff according to documented procedures and work practices.
- Support all new staff onboarding processes.
- Identify staff knowledge gaps and work with the SASH leadership team to ensure relevant development opportunities are made available.
- Proactively resolve conflict.

Quality improvement

- Identify, support and lead ongoing improvement opportunities in administrative systems and processes.
- Assist in monitoring and reporting on key performance indicators.
- Ensure excellence in customer service and quality standards is always maintained through regular audits and quality checks.
- Promote active team member participation in quality improvement activities to ensure ongoing excellence in service delivery and teamwork.
- Review and investigate client feedback and work with the Director and broader leadership team to provide appropriate response and improvement opportunities within a timely manner.
- Identify risks and action or escalate as appropriate.

QUALIFICATIONS AND EXPERIENCE

Essential

- Several years' experience in the field or a qualified tertiary graduate with minimum 2 years' relevant experience administration/business management experience
- Experience leading/managing a small-medium team and working as a senior team member

Desirable

- Post-Graduate qualification in business administration or similar
- 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

- Highly developed organisational and planning skills with ability to prioritise workload and competing demands
- Highly developed communication and interpersonal skills
- Demonstrated ability to build and maintain key internal and external working relationships,

- Ability to provide leadership, advice, guidance and support to staff and ensure adherence with policy, procedures and relevant legislation
- Ability to source and analyse data to provide reports that facilitate decision making and quality improvement opportunities
- 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	August 2026
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