

Position Description

Position title	<i>Schoolcare and Homecare Administration officer</i>
Department / Division	<i>Complex Care Hub</i>
Classification	Grade 2 Year 1-5 A021-A025 Part Time Fixed Term 0.6EFT until December 2023
Position reports to	Nurse Unit Manager, RCH Complex Care Hub
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Contact B

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
<p>The Royal Children's Complex Care Hub is an interdisciplinary service that coordinates the health care experiences for complex patients and their families. Patients with complex needs frequently require multiple teams, advanced technology and medical equipment to support their care needs, both within the hospital, community and at home. The Schoolcare Program (SCP) is a state-wide service provided by the Department of Education and Training (DET) in partnership with RCH Complex Care Hub (CCH). This program enables students with ongoing complex medical</p>

needs to have their health care requirements met safely at school. This program is available to students who would be unable to attend school without the procedure being performed by appropriately trained staff.

The purpose of this role is to support the Royal Children's Hospital Complex Care Hub School care and Homecare training program. This role provides administrative support and data management for the School care and Homecare training program and assists with the coordination and scheduling of training for nominated school staff members. This role is a front-line customer service role involving interactions with patients, their families, schools and the Department of Education. Also working with families who require NDIS, kinder and child care support worker training. needs to have their health care requirements met safely at school. This program is available to students who would be unable to attend school without the procedure being performed by appropriately trained staff.

KEY ACCOUNTABILITIES

Customer Service / Stakeholder administration

Provide high level customer service to patients, families and stakeholders

- Work in collaboration with the Schoolcare team to provide competent and efficient administrative support
- Coordinate the scheduling of Schoolcare training with all stakeholders
- Act as a point of contact for training and scheduling enquiries
- Directs clinical training questions to the relevant member of the team
- Assists with Schoolcare referral management
- Maintenance of internal and external communications in line with departmental and organisational changes

Support of Systems

- Develop standard operating procedures to support Schoolcare program administration processes
- Adhere to financial policies and promote timely, accurate and responsive processing of work orders
- Co-ordinate administration workflow to ensure optimal output within prescribed timelines
- Actively participate and contribute to continuous improvement and continuing education opportunities
- Assist with data collection and collation of Schoolcare program measures
- Other duties as directed consistent with the employee's skill level and classification

QUALIFICATIONS AND EXPERIENCE

Essential:

- Demonstrated experience in the use of established administrative processes
- Demonstrated customer service skills
- Experience in using computer applications, including but not limited to the Electronic Medical Record
- Demonstrated commitment to work and contribute as part of a team

Desirable:

- Competence scheduling appointments in Epic (Electronic Medical Record)
- An understanding of the Department of Education
- Relevant tertiary qualification

KEY SELECTION CRITERIA

- Highly developed communication and interpersonal skills
- Strong customer service with the demonstrated ability to build and maintain key working relationships
- Highly developed organisational and planning skills
- Demonstrated time management, structured approach to tasks, prioritises work and meets deadlines
- Ability to work with initiative, autonomy and as part of a team
- Ability to work co-operatively and give assistance as required
- Enthusiasm to learn new skills and technology within the scope of the position

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

April 2023