

Position Description

Position title	Team Leader Customer Contact Centre
Department / Division	Outpatient Services / Ambulatory Services
Classification	Grade 4 year 1 – Grade 4 year 5 AO41 – AO45
Position reports to	Administration & Operations Manager – Specialist Clinics
No. of direct & indirect reports	15 EFT
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>Ambulatory Services is one department within RCH and has responsibility for Complex Care, Family Healthcare Support, Day Medical and Day Oncology Units, Hospital in the Home (Wallaby) as well as Specialist Clinics (SPC). The Team Leader Customer Contact Centre will report to the Administration & Operations Manager – Specialist Clinics and be a key contributor to the overall performance of administrative workflows within Specialist Clinics.</p>
ROLE PURPOSE
<p>The Team Leader Customer Contact Centre will be a key leader in the development and implementation of new or refined administrative workflows within Ambulatory Services whilst also holding overarching supervision of all contact centre activity. The team leader will manage all requirements of contact made with the customer contact centre, including management of hospital switchboard and Specialist Clinics workflows within customer contact centre. The incumbent will supervise and provide effective guidance to their team and will be responsible for managing daily task allocation. The role will include designing, delivering, and evaluating training programs for all administrative teams within Specialist Clinics. The role will work closely with the Administration & Operations & Manager – Specialist Clinics, Director of Operations – Specialist Clinics, as well as the Specialist clinics team leaders.</p>
KEY ACCOUNTABILITIES
<p>Leadership</p> <ul style="list-style-type: none"> • Supervise and support customer contact and switch team members • Organise and oversee the day-to-day activities of team members within defined standards, budgets and timeframes • Support staff through professional development and PDAP cycle • Monitor team performance and report on key metrics • In collaboration with the Administration & Operations Manager – Specialist Clinics, ensure compliance with leave management – planned and unplanned, rosters, breaks and coverage, and backfill arrangements are followed in line with RCH procedure to ensure optimum service delivery coverage is always maintained • Lead the ongoing development, review and maintenance of administrative processes and workflows to ensure optimal outcomes within prescribed timelines • Maintain accurate training records for administrative staff in compliance with auditing requirements. • Lead the ongoing development, review and maintenance of administrative processes and improved communication mechanisms <p>Program Development and Delivery</p> <ul style="list-style-type: none"> • Develop, implement, and manage comprehensive training programs for administrative staff, including onboarding, role-specific education, customer service training, and compliance education • Create educational materials, manuals, e-learning modules, job aids, and assessments tailored to specialist clinics workflows • Coordinate and facilitate in-person and virtual training sessions on topics such as scheduling, registration, insurance verification, electronic medical record (EMR) use, billing workflows, and patient communication. • Identify ongoing educational needs of administrative staff based on performance metrics, feedback from clinic leadership, regulatory changes, and operational priorities • Monitor competency development and create individualised training plans when skill gaps are identified • Analyse training data to identify trends, challenges, and opportunities for improvement

Customer Service:

- Strong customer service skills with the demonstrated ability to lead, build and maintain key working relationships across the organisation and ensuring a high level of service to all consumers (patients, families and care providers) and stakeholders (internal and external)
- Provide advice, guidance and support to staff and ensure adherence with policy and procedures and relevant legislation.

Teamwork:

- Work in collaboration with the multidisciplinary team
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork.
- Partner with specialist clinic leadership, Quality, Digital and IT teams to ensure training content aligns with regulatory requirements, organisational policies, and system upgrades.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in healthcare or relevant administrative field
- Several years' experience in the healthcare setting

Desirable:

- Experience in providing teaching and education regarding administrative processes
- Experience working in the outpatient clinic setting and/or customer contact centre
- Experience of call centres
- Experience working in the healthcare sector

KEY SELECTION CRITERIA

- Ability to work independently and accurately with detailed information
- Highly developed organisational and planning skills with ability to prioritise workload and competing demands
- Strong verbal and written communication, interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Demonstrated experience in providing advice using established standardised procedures
- Demonstrated ability to co-operate and work well with others in the pursuit of team goals
- Experience working with multiple key stakeholders
- Demonstrated team player
- Confirmed ability to influence others

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 LGBTIQI community and people with disability.

Position description last updated

June 2025