



**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Cardiology Administration Officer



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**



Position Description

Position Title:	Cardiology Administration Officer
Service:	Cardiology
Location:	RMH
Reports To:	Administration Team Leader; Clinical Operations Manager
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021–2025
Classification:	HS2
Employment Status:	Full time and Part Time
Immunisation Risk Category:	Category A
Date of Review:	December 2025

POSITION SUMMARY

The role of the Cardiology Administration Officer is to deliver a professional and caring customer focused service, often as the main point of contact and communication for patients and their families.

The Cardiology Administration Officer is responsible for the operations of the department's clinics. This entails managing patient bookings into individual clinics and liaising with patients and carers in a professional and compassionate nature. The position works under the direction of the Clinical Operations Manager and the Cardiology Team Leader. This position entails liaising with nursing and medical staff, hospital departments, patients and their families.

DEPARTMENT DESCRIPTION:

The Royal Melbourne Hospital (RMH) Cardiology Service provides a comprehensive suite of ambulatory care and inpatient services co-located at the City (Parkville) campus. Services include:

- Coronary Care Unit (CCU) and Cardiology Ward 2B
- Cardiac Investigative Services comprising of a 3 suite Cardiac Catheter Laboratory and Cardiology Day Ward (2SE)
- Non-invasive and diagnostic Cardiology service 2E
- Outpatient Specialty Clinics

The Department provides care to emergency and elective patients with heart disease including ischaemic heart disease, heart failure and valvular heart disease. Major areas of activity include adult congenital cardiac



service (including close links with the Royal Children's and Royal Women's Hospitals), interventional coronary and structural cardiology, and cardiac genetics service. In addition, the Department is a national and international leader in clinical care, teaching and research of cardiac arrhythmias including complex atrial and ventricular ablations.

In a 12-month period approximately 4,500 inpatients are treated with approximately 2,700 patients undergoing diagnostic or therapeutic procedures in the Cardiac Catheter Laboratories. Approximately 13,500 patients attend for outpatient consultations or outpatient investigations, and approximately 2,200 patients attend cardiac rehabilitation.



KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Ensure patient confidentiality at all times
- Provide clear and concise communication with staff, patients and their carers
- Excellent patient care focus with a demonstrated ability to show a friendly, sensitive and professional approach when dealing with patients.
- **Appointment management:** Oversee Cardiology Clinic schedules, ensuring accurate patient bookings and timely coordination of investigations.
- **Patient communication:** handle appointment scheduling, cancellations, and inquiries
- **Clinical Staff Liaison:** notify clinical teams of cancellations and proactively manage waiting lists to optimise patient flow
- **Reception duties:** patient check-in (diagnostics), Medicare billing and other administrative tasks to support clinic efficiency
- **Referral & documentation compliance:** verify that patients have current referrals and complete documentation prior to clinic visits
- **System proficiency:** utilise hospital systems such as IPM and EMR effectively; stay updated with new training and system enhancements
- **Document management:** ensure accurate filing and scanning of clinic documents to maintain organised records
- To make all test and bookings as per referral request or consultant request based on clinical need, sending the patient an appointment letter in the mail or via email or fax
- Completion of allocated tasks within appropriate timeframe
- Billing of patient tests in Zedmed/PBRC ensuring data is transcribed accurately from referral
- Maintain patient information databases including IPM, EPIC, Filemaker, Zedmed
- Answer and respond to telephone enquiries. Relay messages in an effective manner. Send and receive faxes
- Demonstrated ability to work effectively as part of a team
- Manage and resolve any IT issues
- Ordering of office supplies and other special requests (FMIS)
- Participation in 'housekeeping' roster
- Any other duties as assigned by Cardiology Team Leader
- Participate and contribute to regular staff meetings
- Attend administrative support staff training
- General upkeep and tidiness of waiting room and offices
- Opening, closing and restructuring slots and clinics for Cardiology diagnostic tests
- Running EMR reports for clinics, attendances, FTAs and forward bookings
- Proficiency in processing of accurate patient billing for diagnostic tests performed in the Department ensuring Medicare compliance for relevant activities
- Reception duties for Outpatient Clinics (as required) and Cardiology Diagnostic testing (2 East)
- Administrative support for CNCs for clinic preparation – this includes Congenital Cardiac Service, Cardiomyopathy Service, AF Service, Cardiac Rehabilitation, TAVI Service, Structural Heart Service.
- To ensure all Cardiology diagnostic tests are booked in a timely, efficient and professional manner including Parkville Echo
- To ensure all Cardiology Outpatient Clinics are booked in a timely, efficient and professional manner
- To ensure all appointment slots are appropriately booked
- Attention to detail in data entry
- Confirmation of upcoming cardiology diagnostic test appointments



- Patient discharge work queues
- Worklist checks and corrections
- Appointment text reminders
- New and Review scheduling appointment work queues
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- Running EMR reports for attendances, FTAs and forward booking
- Patient appointment letters are generated and sent with appointment reminders sent by automatic text messaging
- Medicare Benefits Scheme (MBS) general knowledge of referral criteria and validity
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KEY RELATIONSHIPS

Internal

- Director of Cardiology
- Deputy Director, Nursing & Operations - Cardiology
- Clinical Operations Manager
- Administration Team Leader
- Consultant Cardiologists and medical staff
- Cardiac Liaison nurses
- Cardiac physiologists
- Cardiology Diagnostic Admin team
- Other RMH staff
- Outpatient staff

External

- Patients/carers
- General Practitioners
- Referring doctors
- Other hospitals and relevant organisations

KEY SELECTION CRITERIA

Formal Qualifications:

- Previous hospital experience
- Knowledge of medical terminology
- Sound keyboard skills and familiarity with Microsoft Office products

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Current Working With Children's Check (WWCC)
- Strong patient focus and enthusiasm for working with patients and staff
- Concise written and verbal communication skills, including professional telephone manner
- Ability to prioritise work
- Demonstrated team player with ability to work effectively in a team



AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date
