



**The Royal  
Melbourne  
Hospital**

**Advancing  
health  
for everyone,  
everyday.**

**Could this be you?**

**Join The Royal  
Melbourne  
Hospital Team**



**Position Description**

**ED Administration & Secretarial  
Support Role**

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.

**Advancing health for everyone, every day.**

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.

## 2/9

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The purpose of this role is to provide high level administrative and secretarial support to the Emergency Department.

Working within a high-volume, high-acuity ED with an annual patient census of approximately 90,000 and sustained demand for rapid coordination (including rotary-wing transfers via an on-site helipad), the position manages confidential communications, supports ED leadership through diary/email management, and coordinates meetings with internal and external stakeholders, including agendas and minutes.

4/9

- Assist with overall admin/secretarial support activities.
- Diary/calendar and email management for the ED Leadership Team as required.
- Co-ordinate meetings involving internal and external stakeholders and provide admin support including:
  - manage meeting room bookings
  - agenda preparation and distribution
  - taking minutes and distribution
- Participate in leave cover within the admin team.
- Assist with admin support for ED staff recruitment processes and scheduling interviews as required.
- General administrative tasks including photocopying, collating, filing (including electronic filing via Microsoft Teams).
- Manage sensitive and confidential communications.
- Complete FMIS orders as required.
- Complete CAFM for ED as required.
- Assist in organisation of education programs (internal and external) for the DENT and CNE teams, including correspondence and communication, registration, payment processing, space and equipment booking, IT co-ordination, course materials and booking catering as required.
- Assist with organising functions and events, catering bookings as required.
- Preparation of discharge summary reports and monitor status.
- Assist Clinical Nurse Education Team (CNEs) with staff onboarding requirements.
- Assist UoM medical students with enquiries during their ED rotation.
- Co-ordinate work experience student placements.
- Other duties as directed by Emergency Department Leadership, ED Education Team and ED Admin Supervisor.
- 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 direct reports receive regular feedback and participate in annual discussions.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place, and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within allocated budgets.

Internal

- ## External

- Patients and Carers
- General public
- Precinct Partners
- Local Health Network Partners
- University of Melbourne (UoM)
- Victoria Police
- Ambulance Victoria

### Essential:

- Desirable:**

- Experience in healthcare.
- Experience using Patient Administration Systems and Electronic Medical Records.

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements



- 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.

- **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.

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 Name (please print)



