

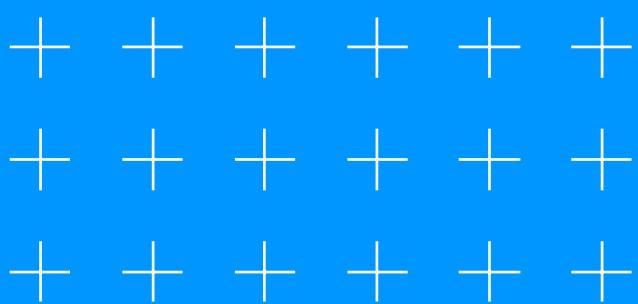
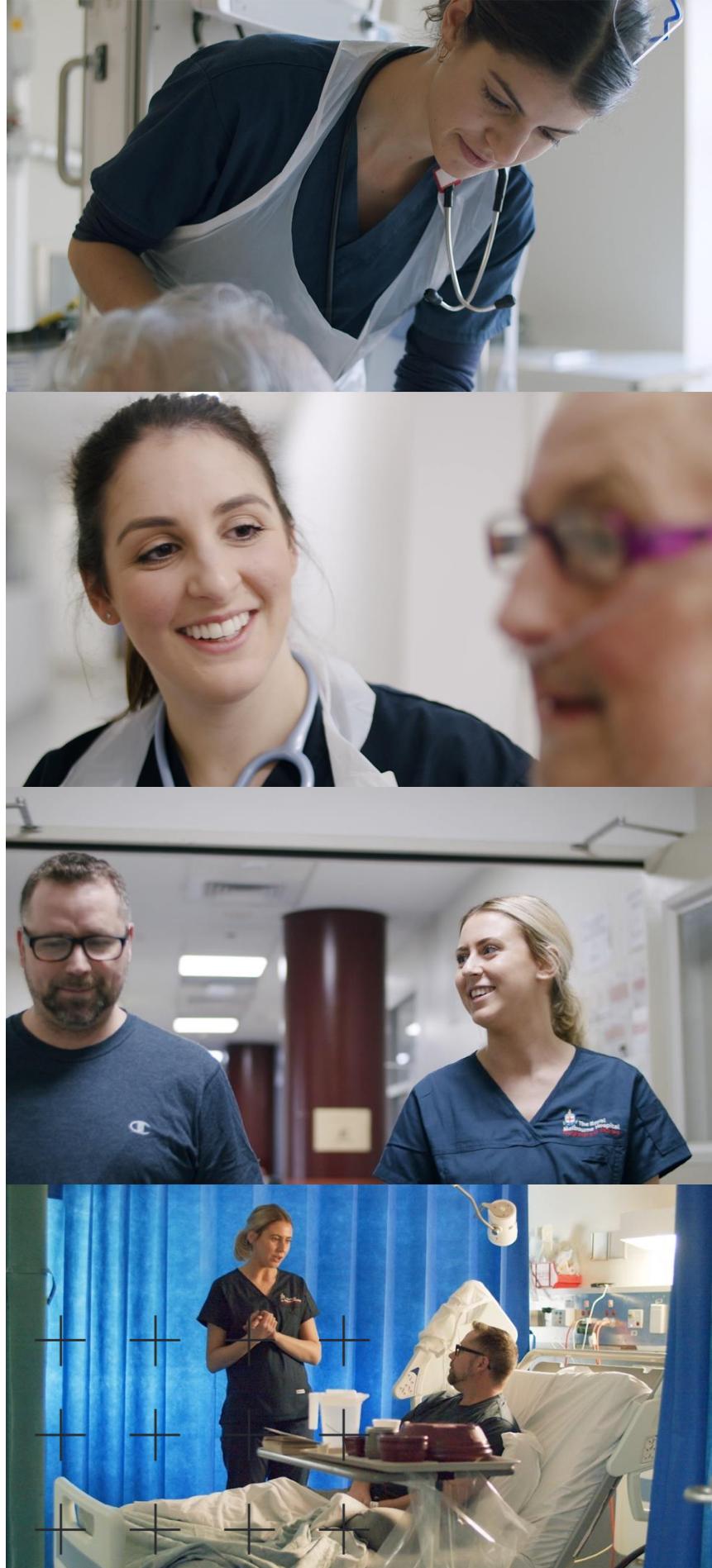


**The Royal
Melbourne
Hospital**

Advancing health for everyone, every day.

Could this be you?

Join the Royal
Melbourne
Hospital Team



Position Description

Emergency Services Clerk

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:	Emergency Services Clerk
Service:	Critical Care and Investigative Services
Location:	Emergency Department – Royal Melbourne Hospital
Reports To:	Nurse Unit Manager Emergency Department
Enterprise Agreement:	3. Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	HS16
Employment Status:	Part Time
Immunisation Risk Category:	Category C
Date of Review:	October 2024

POSITION SUMMARY

The role of the Emergency Services Clerk is to deliver a professional and customer focused service, often as the first point of contact for patients, their families and visitors.

The Emergency Services Clerk's primary responsibility is to ensure that all patient related information for clinical and billing purposes is captured onto the information systems. Data entry should be timely, accurate and complete in accordance with the data entry requirements of the Royal Melbourne Hospital and precinct partners.

The Emergency Services Clerk is also responsible for all administrative activities within the Emergency Department, providing support to all the members of the multi-disciplinary team.

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.

KEY RELATIONSHIPS

Internal

- Multidisciplinary Emergency Department team
- Various Hospital departments including wards, Health Information Services and Patient Billing Services

External

- Patients, their families and visitors
- General public

KEY SELECTION CRITERIA

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Highly developed customer service and interpersonal skills
- Concise written and verbal communication skills, including professional phone manner
- Relevant clerical experience and administrative skills
- Computer and data entry skills
- Knowledge of Medical terminology
- Professional presentation and demeanour
- An ability to work as a team member in a multidisciplinary environment

- An ability to accept direction and feedback
- Ability to show initiative and to be able to prioritise workload

Desirable:

- Previous experience with an Emergency Services Department or within a hospital setting
- Experience with Emergency Department Clinical Information Systems (EPIC and iPM)
- TAFE accredited clerical training certificate

KEY PERFORMANCE INDICATORS

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

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, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
- Are an equal opportunity employer, committed to providing a work environment free of harassment and discrimination. We promote diversity and inclusion in the workplace.
- 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.

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
