



**The Royal
Melbourne
Hospital**

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

**Join The Royal
Melbourne Hospital**



Position Description

Customer Service Clerk

As one of Victoria's largest public health services, The Royal Melbourne Hospital (RMH) provides a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs. We are a designated state-wide provider for services including trauma, and we lead centres of excellence for tertiary services in several key specialties including neurosciences, nephrology, oncology, cardiology and virtual health.

Our people of more than 10,000 strong, embody who we are and what we stand for. We're here for when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing and for delivering excellence together, always.

Advancing health for everyone, every day.

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

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

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.

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.

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 Title:	Customer Service Clerk
Service:	Specialist Clinics (Outpatients)
Location:	Royal Melbourne Hospital, City Campus
Reports To:	Operations Support Manager
Enterprise Agreement:	Victorian Public Health Sector (Varied Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025-2027
Classification:	Admin Officer Grade 1 (HS1)
Immunisation Risk Category:	Category C
Date of Review:	Sept 2026

The Customer Service Clerk is a key member of the Specialist Clinics customer service team, and is responsible for the end-to-end administrative management of a patient's outpatient episode of care, including, but not limited to:

- Registration, processing and updating of referrals
- Appointment bookings
- Waitlist management and auditing
- Front desk clinic reception duties
- Phone, online and HealthHub referrer and patient enquiries

Specialist Clinics provides:

- Over 195,000 attendances per year in a large range of medical, surgical, allied health and nursing clinics, which are a critical part of care delivery at the RMH
- Health care delivery via 3 modalities: Telehealth, telephone and face-to-face appointments
- 6 outpatient clinic locations for appointments, with both nursing and administrative support for clinicians and patients, and an administration office for non-patient facing tasks

- Provide a high level of customer service, including clinic reception duties
- Provide administration support for patients and clinicians
- Responsible for the provision of accurate data entry
- Responsible for the adherence to the Managing referrals to non-admitted specialist services in Victorian public health services Policy 2023

Internal	External
• Multidisciplinary clinical staff (Nursing, Allied Health and Medical) • Specialist Clinics Leadership team	• Patients & families • GPs and other referrers

Formal Qualification(s) and Required Registration(s):

- Mandatory Working with Children's Check and Police Check and Immunisation Assessment
- Demonstrated provision of highly quality customer service
- Excellent interpersonal skills, including verbal communication and professional telephone manner
- Demonstrated computer skills, including accurate keyboard skills
- Professional presentation and demeanour
- High motivation and willingness to learn
- Demonstrated initiative and ability to prioritise and problem solve
- Demonstrated ability to work within a team environment
- Able to work in a busy environment; at times under pressure
- Ability to be agile and flexible, switching priorities as required
- Ability to work within a diverse cultural environment

- Interest in healthcare
- TAFE accredited clerical training certificate
- Previous experience with patient administrative booking systems
- Relevant clerical experience and administrative skills
- Knowledge of medical terminology
- Demonstrated ability to use Microsoft Outlook

The Capability Development Framework applies to all The RMH employees and describes the capabilities that are needed to meet our strategic goals.

Capability Name	Attainment Level
Organisational savvy	Foundation
Communicating effectively	Consolidation
Building relationships	Consolidation
Patient and consumer care	Consolidation
Working safely	Consolidation

Health, Safety and Wellbeing

RMH employees have a responsibility to:

- RMH Employees in supervisory/management roles have, in addition to the above, responsibility to:

- ## The RMH Key Performance Indicators

- Demonstration of RMH values and behaviours, being a role model for living the values;
- Completion of mandatory training activities including training related to the National Standards;
- Participation in The RMH and Division/Service specific business planning process (if required);
- Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
- Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Ability to operate within allocated budget (if required).

RMH employees have a responsibility to deliver Safe, Timely, Effective, Person-Centred Care (STEP) by:

- Fulfilling roles and responsibilities as outlined in the Clinical Governance Framework;
- Acting in accordance with all safety, quality and improvement policies and procedures;
- Identifying and reporting risks in a proactive way in order to minimise and mitigate risk across the organisation;
- Working in partnership with consumers and patients and where applicable their carers and families;
- Complying with all relevant standards and legislative requirements;
- Complying with all clinical and/or competency standards and requirements and ensuring you operate within your scope of practice and seek help when needed.

- 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.

Date _____