The Royal Melbourne Hospital









Advancing health for everyone, everyday.

Could this be you?

Join The Royal Melbourne Hospital Team

Position Description

Administration Clerk BreastScreen

The Royal Melbourne Hospital

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.

Together 2035 - Our 10 year ambition positions the organisation to have a meaningful impact. Acknowledging the need for ability, adaptability and failing fast, it is assumed throughout this strategy cycle that nothing will stay stagnant. We will continuously strive for excellence in health - through data insights, the latest research, responding to community sentiment, and global trends and importantly the views, needs and feedback of patients, consumers, carers and community.

STRATEGIC PILLARS

Redesigning Together - We are redesigning world-class care
Thriving Together - We are thriving through inspiration & curiosity
Innovating Together - We are leading research excellence for clinical impact

Strategic Drivers
Systems Thinking
Digital Intelligence
Performance & Sustainability

The Royal Melbourne Hospital

Position Description

Position Title:	Administration Clerk BreastScreen
Service:	North Western BreastScreen
Location:	The RMH Royal Park
Reports To:	Program Manager
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025-2027
Classification:	HS1
Employment Status:	Full Time / Part Time
Immunisation Risk Category:	Category A
Date of Review:	November 2026

POSITION SUMMARY

This is a key position responsible for supporting general data, administrative functions, and reception relief as required by the program. Key responsibilities within the data function include performing data entry, preparing clinic materials for reporting, maintaining filing systems, generating correspondence, and undertaking quality assurance activities as required.

The role also includes duties within the reception area, such as answering phone calls, completing data entry, liaising with internal and external stakeholders, managing mail and courier services, and receiving deliveries of stock and supplies. The position requires ensuring that all administrative tasks are completed in a timely and efficient manner.

Data Role Responsibilities

- Accurately perform data entry of client (women's) details
- Prepare clinic documentation and maintain filing systems
- Scan and manage paper records in accordance with procedures
- Prepare imaging records for Radiology reporting
- Undertake quality assurance (QA) activities as directed by the Data Manager
- Generate results correspondence and letters
- Complete additional administrative duties as directed by the Data Manager

Reception Relief Role / Customer Service Role

This position serves as a front-line customer service role for North Western BreastScreen. The role is primarily based at the Assessment Centre at RMH Royal Campus; however, it may involve rotation across other sites, including Essendon and Footscray.

- Provide high-quality, client-focused care in line with BreastScreen service standards, working collaboratively with the multidisciplinary team
- Liaise and communicate effectively with internal staff and external stakeholders to support service delivery
- Accurately perform data entry of client details for women attending screening and assessment services

North Western BreastScreen is part of Royal Melbourne Hospital and BreastScreen Victoria. The Program offers free digital mammograms to women in the target group, aged 50-69, living or working in the north western region of Melbourne. The service is also accessible to women 40 to 75 years old. North Western delivers an expert clinical and non-clinical breast service with great emphasis on a multidisciplinary team approach; whereby clinical and support staff work together at the assessment center located at the Royal Park campus.

BreastScreen Victoria services are delivered throughout Victoria and involve a mix of public and private providers.

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.
- Ability to maintain accurate, current, and confidential electronic medical records in line with professional standards and legislative requirements.
- Proven ability to manage multiple tasks and priorities in a changing environment.
- Effective liaison and consultation with the multidisciplinary team to achieve best patient outcome.
- Participation in mandatory MH and BreastScreen Victoria orientation.
- Verifying client personal details with a high level of attention to detail to ensure accurate data entry for all patients attending the service.
- 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 their allocated budget.
- Timely completion of work in accordance with accreditation standards
- Commitment to continued process improvements to achieve best care and maximum efficiency
- Ensure consumer complaints are escalated to the manager in compliance with the Complaints Policy
- Preparing clinics and undertaking filing duties and QA activities and other administrative tasks as required.
- In reception -Welcoming patients and their families and providing a consistently high standard of care and a positive experience.
- Answering incoming calls, directing enquiries to appropriate staff, and taking accurate messages as required.

KEY RELATIONSHIPS

Internal

- Develop and maintain a professional and respectful working relationship with all internal staff and RMH.
- Ability to work within a multidisciplinary team and be supportive of other team members to complete tasks within expected time frames.
- Ability to maintain a professional manner even in the most difficult situations.

External

- Consumers
- BSV
- Other hospitals and relevant services and agencies.
- Support services

KEY SELECTION CRITERIA

Formal Qualifications:

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Mandatory Working with Children's Check and Police Check and Immunisation Assessment
- Proven relevant competencies and skills
- Proven skills and accuracy in data processing and managing medical records
- Skilled in new technology and common software packages
- Excellent interpersonal communication skills, and telephone techniques
- Professional presentation always
- Completion of work in a timely manner
- Proactive and willing to work and learn in a team environment
- Demonstrated reliability, punctuality, and work ethicsThree

Desirable:

- Experience in a similar role for 5 + years
- Second language - highly desirable
- Driver's license

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
- Ability to engage with clients and relatives from diverse backgrounds and languages
- Meeting relevant BSA Accreditation Standards.

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