

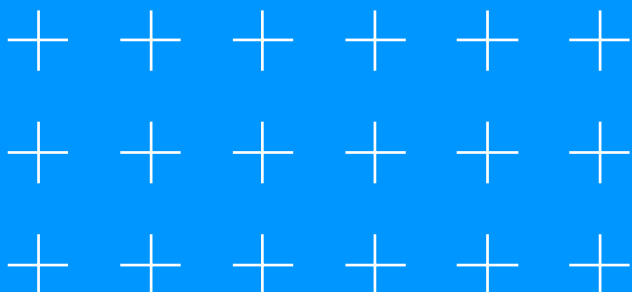


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

**Cardiac Catheter Lab Elective
Bookings Officer**

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.

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:	Cardiac Catheter Lab Elective Bookings Officer
Service:	Cardiology
Location:	RMH
Reports To:	NUM Cardiac Investigative Services; Deputy Director Nursing and Operations - Cardiology
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021–2025
Classification:	HS19
Employment Status:	Part Time
Immunisation Risk Category:	Category B
Date of Review:	October 2025

The Cardiology Department includes the Coronary Care and Step-down Unit, the Cardiac Catheter Laboratories, a Cardiology ward, a Cardiology day ward, and the non-invasive and diagnostic service. 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 clinical activity and research include the treatment of cardiac arrhythmia patients, and patients with adult congenital cardiac disease. The Department also offers cardiac pregnancy service and cardiac genetics service.

The Cardiac Catheter Lab Bookings Clerk provides clerical functions associated with the wait listing of patients undergoing procedures in the cardiac catheter laboratories, assisting with bookings for procedures, appointments, assisting with procedure/appointment cancellations, rescheduling and removals from the waiting list using the relevant information/systems in a timely manner. This role also involves assisting with Cardiac Catheter Laboratory theatre schedule and Cardiology Pre-Admission Clinic. This role works closely with both medical and nursing teams.

• 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. • Work in close collaboration with both medical and liaison nurses to ensure safe and timely care for our patients. • Liaising with the Cardiology Care Co-ordinators regarding patient bookings and queries • Notifying patients of their admissions/procedure bookings • Ensure patient confidentiality at all times	• 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. • Liaising with Dept of Anaesthesia for the bookings of patients requiring GA • Attending to telephone queries related to the admission/procedure • Attendance at weekly Cardiac Catheter Lab meeting • Demonstrated ability to work effectively as part of a team • Run relevant reports as requested • Any other duties that may be delegated by the NUM Cardiac Investigative Services and/or Deputy Director Nursing & Operations - Cardiology
--	--

Internal	External
• Medical • Nursing • Cardiac Physiologists • Administration team	• Patients/families/carers • Referrers

Formal Qualifications:

- Extensive knowledge of IPM, and EMR/EPIC
- Understanding of medical terminology
- Work within a hospital setting

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Ability to prioritise work
- Excellent communication and interpersonal skills
- Ability to work as part of a team
- Ability to accept direction
- Ability to work in a busy environment and under pressure at times

- IT skills and MS office experience (word/excel/outlook)
- Accurate keyboard skills

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, 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

- **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.

- 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.

- 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 Signature

Employee Name (please print)

/ /

Date