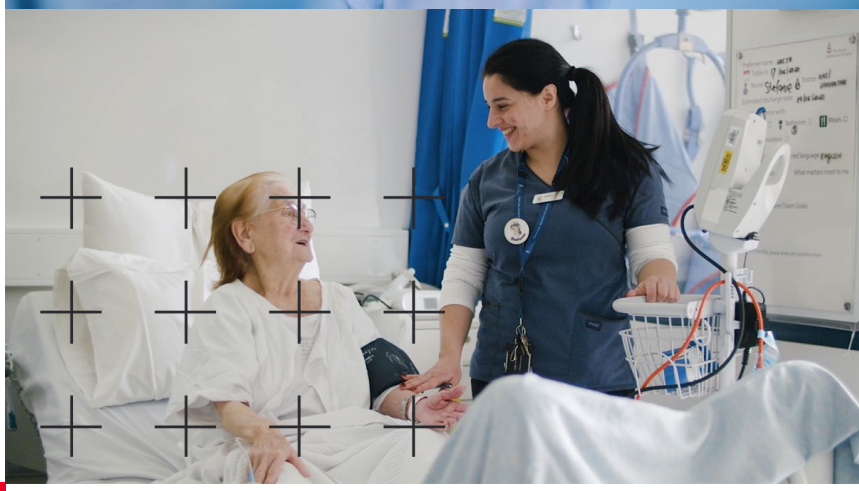
The Royal Melbourne Hospital









Advancing health for everyone, everyday.

Could this be you?

Join The Royal Melbourne Hospital Team

Position Description

Administration Team Leader – Medical Imaging

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 fro 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 Team Leader – Medical Imaging
Service:	Access, Critical Care and Investigative Services
Location:	The RMH Parkville
Reports To:	Medical Imaging Administration Manager
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025-2027
Classification:	HS2
Employment Status:	Full Time
Immunisation Risk Category:	Category B
Date of Review:	October 2026

POSITION SUMMARY

The Royal Melbourne Hospital Radiology department provides a 24/7 service at our City Campus and business hours at our Royal Park campus. Over 210,000 imaging examinations are performed annually. Modalities include MRI, CT, General and Trauma Radiography, Theatre and Mobile Radiography, Mammography, Ultrasound Angiography and Fluoroscopic procedures. We have a focus on clinical excellence, innovation and research, with patient centred care at the forefront of our daily operations.

The Medical Imaging Administration Team Leader supports the Administration Manager with daily operational tasks to ensure optimal service delivery for administration areas in Medical Imaging. This position requires a proactive individual who has attention to detail and the ability to manage competing priorities.

This role includes:

- Providing support and training to administration team members
- Liaising with patients and referrers
- Supporting and promoting a positive workplace culture

KEY ACCOUNTABILITIES

- Strive to continuously improve the quality and safety of our services to meet the needs of our patients and referrers.
- Support the Administration Manager for service performance issues relating to the administration team.
- Assist with training of staff members within the team.
- Assist with reviewing work processes to ensure efficiency where applicable.
- Assist the Administration Manager with recruitment and retention of staff.
- Liaise with section and clinical leads, supporting and maintaining patient access to imaging appointment availability.
- Handle day-to-day office administration duties including counter service, bookings, Hub and Spoke, modality bookings.
- Communicate with relevant stakeholders at all levels.
- Develop and maintain working relationships with all represented groups within the medical imaging department to support service delivery.
- Motivate and foster a culture of team building and excellence.
- Provide leadership and guidance for administrative staff, focussing on professional development and upskilling where applicable.
- Support and mentor staff.
- Undertake any other relevant duties as requested by the Medical Imaging Administration Manager.
- 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 their allocated budget.

KEY RELATIONSHIPS

Internal

- Medical Imaging Administration Manager
- Director of Medical Imaging
- Operations Manager Medical Imaging
- Modality Lead Radiographers
- Radiologists (Consultants / Registrars)
- RMH Site Management
- Support Services and other RMH staff.

External

- Referrers to RMH Medical Imaging

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
- Experience in a private or public healthcare setting.
- Well-developed interpersonal, verbal and written communication skills.
- Strong IT / computer skills.
- Ability to support and build a cohesive team.
- Demonstrated ability to be proactive and show initiative.
- Excellent problem solving skills.
- Strong prioritisation and time-management skills.

Desirable:

- Previous experience working in a supervisory team leader role.

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, 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