

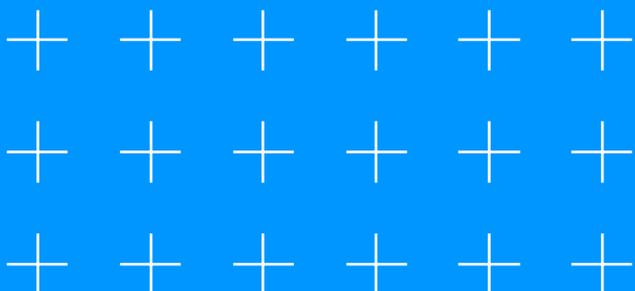


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

**Admissions Clerk, 2 South East –
Cardiology Day Ward and
Pre Admissions Clinic**



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**



KEY ACCOUNTABILITIES

- Deliver a professional and caring customer-focused service, often as the first point of contact for patients, their families and visitors to the ward.
- Undertake duties in a professional, courteous and approachable manner to all staff.
- Provide clear and concise communication with staff, patients and the public in the process of performing duties, including keeping patient management system and journey board updated.
- Amend electronic computer records (EMR) and patient management system (iPM) relating to patient admission, movement within the ward, transfers and discharges in a timely fashion.
- Answer and respond to telephone and reception enquiries and page doctors as required. Relay messages in an efficient and effective manner.
- Assist in the coordination of patient admission, transfers and discharges, working under the direction of the senior nurse co-ordinating the ward. This includes organising patient appointments, discharge documentation and transports and contacting and liaising with relatives to promote organisational goals of timely and early discharges.
- Working in collaboration with the 2B, Cath Lab and 6 South East.
- Ensure patient confidentiality at all times.
- Perform clerical duties as assigned by the Nurse Unit Manager, including collecting, sorting and distributing mail and memos, performing general data entry and filing, producing photocopies and submitting facility management and maintenance requests.
- Maintain and order stationary and printing supplies.
- Take reasonable care for your safety and wellbeing and that of others.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- 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

- Nurse Unit Manager
- Ward Staff / Nurses
- Patients
- 6 South East ward clerks
- 2B, 2 East
- Cath lab
- 6 North
- Anaesthetist
- Liaison Nurses
- Medical staff

External

- Visitors
- Contractors
- Other hospitals / Health Services
- Health Information staff



KEY SELECTION CRITERIA

Essential

- Commitment to live the Melbourne Way at work - 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 telephone manner
- Relevant clerical experience and administrative skills
- Computer skills, including accurate keyboard skills
- Professional presentation and demeanour
- Demonstrated team player with an ability to work as a team member in a multidisciplinary environment
- An ability to carry out autonomous work, whilst also accepting direction and ability to work both AM and PM shifts.
- Demonstrated initiative and ability to prioritise tasks
- Able to work in a busy ward environment and under pressure at times
- Demonstrated flexibility and reliability

Desirable

- TAFE accredited clerical training certificate (inclusive of iPM)
- Knowledge of medical terminology
- Knowledge of electronic medical record system (EPIC)
- A sound understanding of hospital emergency and interdepartmental policy and procedure as the pertain to the position.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values.
- Participation in and satisfactory feedback through the annual performance review process.
- Ability to maintain a safe working environment and ensure compliance with legislative requirements.
- Successful completion of required mandatory training activities, including training related to the National Standards.



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- 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.
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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



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.

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