

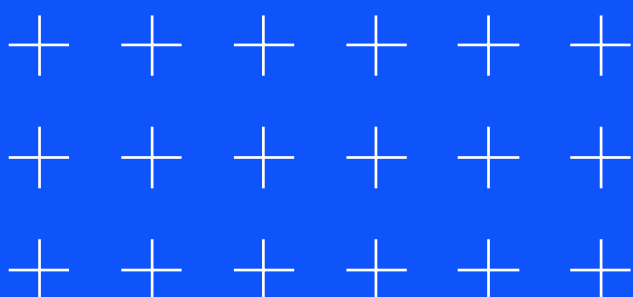


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Patient Transport Coordinator

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.

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accessing services at the Royal Melbourne Hospital.

services across the organisation to support patients with accessing transport services, including NEFT and

resolution. The position will require solid administrative, computer and excellent communication skills. All

- Ability to work in a multi-disciplinary team and provide specialty area support.
- Provide timely and effective support the DCC team.
- Be responsible for recording and planning bookings across systems for patient transport including rideshare.
- Coordination of booked vehicles including follow-up on times and communicating ETA's to RMH staff and patients.
- Liaison with external non-emergency patient transport providers and rideshare organisations regarding planned bookings and coordination of booking times to match demand.
- Provide good customer service responding to follow-up including phone help.
- Generate reports on patient transport for leadership.
- Ability to work autonomously and collaboratively as part of a team.
- Administration of invoicing.
- Reschedule or reallocation of transport as directed by leadership.
- Provide administrative support to the DCC
- Scope out and implement new initiatives and strategies to improve patient transport processes.
- Monitor costings associated with patient transport and implement strategies to reduce controllable spend.
- Support the delivery of training to RMH staff to allow them to effectively use patient transport booking systems and make appropriate booking decisions.
- Participate and coordinate monthly meetings with NEPT providers; responsible for follow up actions and implementation of controls and systems as required.
- Create and implement clear escalation pathways with NEPT providers to support timely rectification of risks to service delivery and patient flow
- Work in collaboration with transit lounge, outpatient and home first services to coordinate flow through Transit Lounge
- Monitor and record data related to Patient Transport.
- Analyse data for trends ensuring resources are efficiently utilized.
- Contribute to organisation-wide and service/division improvement initiatives and planning activities.
- 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.
- 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.

Internal

- External

- Patient Transport Coordinator | Access, Critical Care and Investigative Services | August 2026 5/8

Formal Qualifications:

- 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
- Great planning, administrative & organisational skills.
- Proven computer literacy competency of the Microsoft Office suite of applications.
- Strong attention to detail and demonstrated accuracy with data entry processing.
- Proven experience in a Customer Service and phone help role delivering support and query resolution.
- Proficiency in email and comms messaging, report writing, drafting presentations and formatting skills.
- Ability to demonstrate good initiative with an aptitude to problem resolution.
- Capability to accept direction and work autonomously as part of a team.

- Tertiary qualification in a health-related field
- Prior experience working in a healthcare setting.
- Prior experience working with transport service providers or coordination of transport services.

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, 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.

Employee Name (please print)



Date _____