

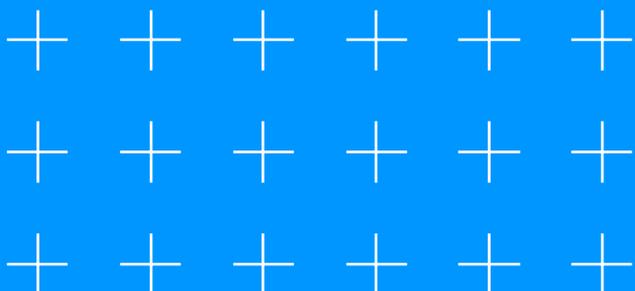


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

First Nations Health Hub Concierge



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

- Act as a visible and welcoming Health Hub ambassador in patient-facing settings.
- Support First Nations patients, consumers, and proxies to understand the benefits of Health Hub and assist with sign-up and navigation.
- Receive and handle in-person and digital Health Hub sign-up queries from First Nations patients, carers, and family members with proxy access.
- Support First Nations patients and consumers to fill out the Cultural questionnaire in Health Hub
- Work with the First Nations Health Unit to identify patients, consumers or specific clinical areas requiring additional digital support for their First Nations patients
- Provide empathetic, patient-centred support to individuals who may be seeking advice or assistance in navigating hospital systems.
- Promote self-efficacy by empowering First Nations patients and carers to access and understand their health information and make informed decisions about their care.
- Promote digital inclusion by supporting individuals with low digital literacy.
- Utilise data to identify and address barriers to engagement and equity.
- Develop and maintain strong positive relationships with the Aboriginal Community, Aboriginal organisations, and Community provider's e.g., Victorian Aboriginal Community Controlled Health Organisation (VACCHO), Victorian Aboriginal Health Service (VAHS) and Wurundjeri Tribe Land Compensation & Cultural Heritage Council.
- Participate as an active member in First Nations health strategy, policy, programs, and advisory groups at RMH, including quality improvement activities as required.
- Work with the Patient Experience and Community Engagement team, and with Communications team to align messaging and consumer engagement strategies.
- Help develop and deliver a sustainable communication and education strategy for patients and staff.
- Provide coaching and assistance to RMH Health Hub Champions and front-line staff to encourage sign-up and use.
- Co-facilitate Health Hub orientation sessions and support patient/carers training as required
- Support the rollout of new functionality outlined in the Health Hub Roadmap and Parkville EMR Plan.
- Adhere to RMH policies and procedures and promote a culture of patient safety, respect, and collaboration
- Continue to learn through mandatory training and other learning activities
- Champion RMH values and contribute to a positive team culture
- Monitor and demonstrate the contribution of Health Hub to quality, safety, and patient satisfaction outcomes
- Develop strong internal networks and relationships to improve the delivery of care to First Nations patients, within and external to the organisation
- Undertake administrative duties as required.
- Work in your scope of practice and seek help where required.
- Respect that the RMH is a smoke-free environment.

KEY RELATIONSHIPS



Internal

- RMH EMR Team
- RMH First Nations Health Unit
- RMH Community Engagement and Patient Experience Team, including Volunteers
- RMH Clinical Transformation, Innovation and Reform
- RMH Communications
- RMH Staff and Department Managers
- RMH Health Information Services

External

- Patients, consumers and carers
- Parkville EMR Team
- National Aboriginal Community Controlled Health Organisations
- Other Parkville Health Services (RWH, RCH, Peter Mac)

KEY SELECTION CRITERIA

Essential:

- Commitment to live the Melbourne Way – putting people first, leading with kindness and achieving excellence together.
- Have a sound knowledge and understanding of First Nations culture, society, and kinship networks
- Experience in working with First Nations patients and consumers in a mainstream health, primary care or welfare sector
- Experience working in a support role within a healthcare setting.
- Strong communication skills, with the ability to explain digital tools to users with varying levels of digital literacy.
- Proficiency in information technology, and the ability and willingness to learn new systems quickly
- Demonstrated high level organisational and administrative skills and an ability to work effectively with others
- Valid Working With Childrens Check, Police Check and Immunization Assessment.

Desirable:

- Experience working in a tertiary hospital, healthcare operations, or software deployment in healthcare.
- Familiarity with patient portals such as Health Hub.
- Prior experience with training or education

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 support our First Nations patients with signing up to patient portal and additional support in using Health Hub features
- Ability to provide support to staff to assist in utilising Health Hub



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