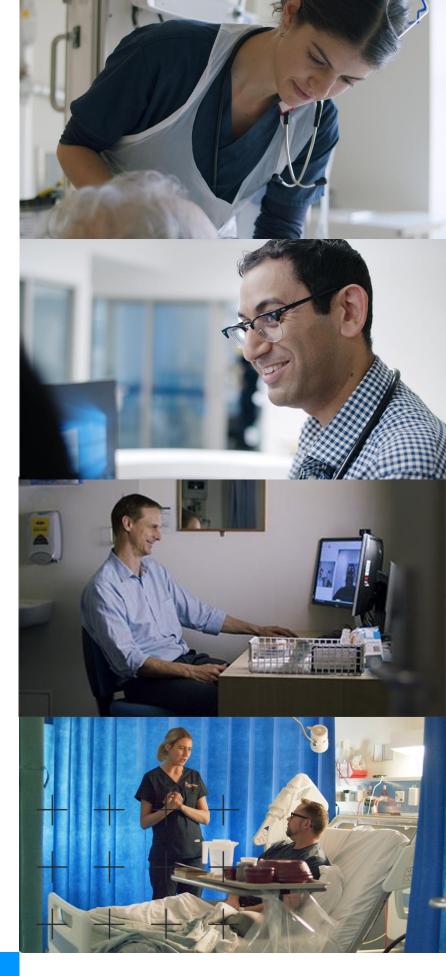
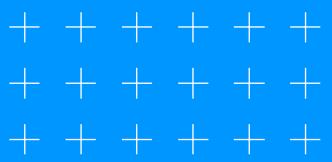


Advancing health for everyone, everyday.

Could this be you?

Join The Royal Melbourne Hospital Team

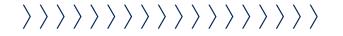




Position Description

Administration Assistant – Virtual Ward





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

People are at the heart of everything

understand how we can make the

most positive difference for them.

we do. We take the time to

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



Lead with Kindness

unique.



Our care and compassion sets
us apart. We lead the way with
a respectful, inclusive spirit —

True exceller
when we wo





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.

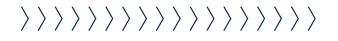
OUR PRIORITIES

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:

embracing the things that make us all

- 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 Description

Position Title: Administration Assistant – Virtual Ward

Service: Home First, Ambulatory & Complex Care Services

Location: The Royal Melbourne Hospital

Reports To: RMH@Home Acute Nurse Unit Manager

Enterprise Agreement: Victorian Public Health Sector (Health and Allied

Services, Managers and Administrative Workers) Single

Interest Enterprise Agreement 2021–2025

Classification: HS2

Employment Status: Full Time – Fixed Term (6 Month Pilot)

Immunisation Risk Category: Category B

Date of Review: December 2025

POSITION SUMMARY

The Virtual Ward is a 6 month funded pilot to test and trial a Virtual Ward at the RMH.

The Virtual ward pilot will support two cohorts of patients 1. Post Cardiac Surgery and 2. Heart Failure. These patients will receive at least daily virtual review and may have remote monitoring devices, where clinically indicated.

As the Administration Assistant for Virtual Ward team, you will be required to support the administrative functions for the Virtual Ward and the RMH@Home Acute ward when needed. This may include revision of current administrative workflows or development of new ones. The role includes data analysis, report creation and requires an expert knowledge in computer functions. This role may support the nursing staff in set up, patient of paitent worn devices, as well as supporting patients to register and operate phone based softwear.





KEY ACCOUNTABILITIES

- 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
 The upkeep and management of spreadsheets 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
 Seek feedback on your work including participation developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Oversee equipment management for the department.
- Ensure accurate patient registration information captured - may include supporting patient registration and education on healthcare applications.

- Data analysis and report creation
- Patient movement such as ward admissions and transfers
- Fleet car management including but not limited to organising servicing and booking of replacement vehicles. (Including when needed to drive cars to service providers)
- · Stock level monitoring and ordering
- External provider invoice processing and ensuring accurate and timely payment
- · Contribute to organisation-wide and service/division initiatives and planning activities.
- in annual performance discussion
- Support patients with device education and troubleshooting
- 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

- Nurse Unit Manager
- Virtual Ward team
- RMH@Home Acute team
- Administration and Medical Records
- Outpatients
- All wards/units within The Royal Melbourne Hospital
- Fleet Management Department and RMH Carpark

External

- Consumers
- Families and Carers of Consumers
- External Health Care Providers
- Community Health Care Providers
- · Residential care facilities
- External supply and service providers





KEY SELECTION CRITERIA

Essential:

- Commitment to live the Melbourne Way putting people first, leading with kindness and achieving excellence together.
- Proficient across the Microsoft Office suite and competent with office-based technologies, i.e. Microsoft word/Excel/Powerpoint
- · Demonstrated organisational skills
- Excellent interpersonal and communication skills both written and verbal

Desirable:

- Experience with health informatics and/or data collection
- · Experience in health care sector
- Prior experience with Electronic Medical Records (EMR), at RMH we use EPIC and iPM
- Prior experience with Office 365

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

o Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

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: