

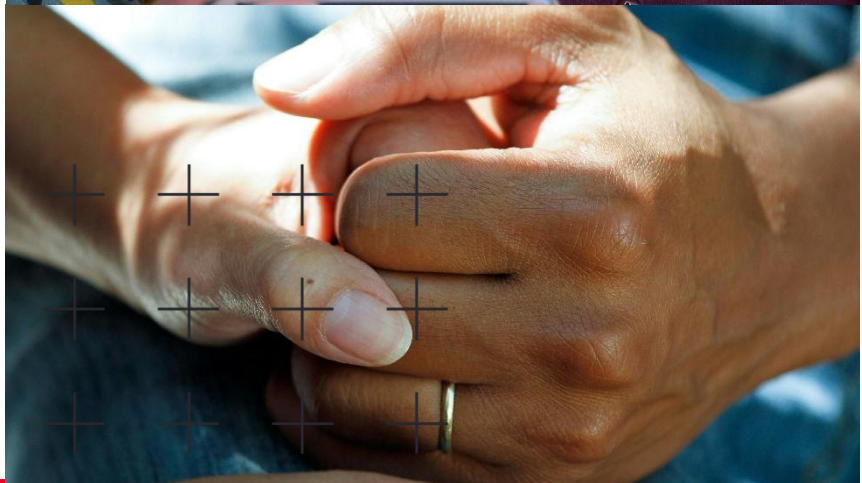


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Customer Service Liaison

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.

- Be a great place to work and a great place to receive care
- Grow our Home First approach
- Realise the potential of the Melbourne Biomedical Precinct
- Become a digital health service
- Strive for sustainability

Assessment workers in the North Western Metropolitan Region of Melbourne, supporting older members of

Controlled LA/IC1 Service Area\ functions supported	BMU (Local) function
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- ## KEY ACCOUNTABILITIES

- Customer Service Liaison | Aged Care Assessment | June 2026 4/7

- ## KEY RELATIONSHIPS

External

- Manager
- Business Administrator
- Team Leaders
- Assessors
- RMH Departments
- Clients and/or their Carers/Families/Advocates
- My Aged Care Contact Centre Staff
- Service Providers
- Other hospitals

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
- Ability to work to a deadline
- Customer focused with an ability to find the best win-win outcome to resolve issues
- Quickly build rapport and communicate with genuine interest, respect and empathy
- Positive attitude with high energy and a can do outlook
- Accountable for actions and seek opportunities for self-improvement
- Demonstrated ability to work in a team environment to efficiently plan and organise the service delivery requirements of a changing client base
- Demonstrated time management and organisational skills together with proven ability to prioritise work tasks
- Demonstrated high level computer literacy (Outlook, Word, Excel)
- Well-developed communication skills (written, verbal and listening) including exceptional telephone techniques in order to liaise effectively
- Ability to maintain a positive and respectful attitude especially when competing demands and time pressures are high

Desirable:

- Diploma/Certificate in Administration or similar
- Experience in scheduling in a high-volume service delivery environment
- Experience in a high-volume contact or call centre environment
- Experience in a Health and/or Aged Care environment

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

- 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.

Date _____