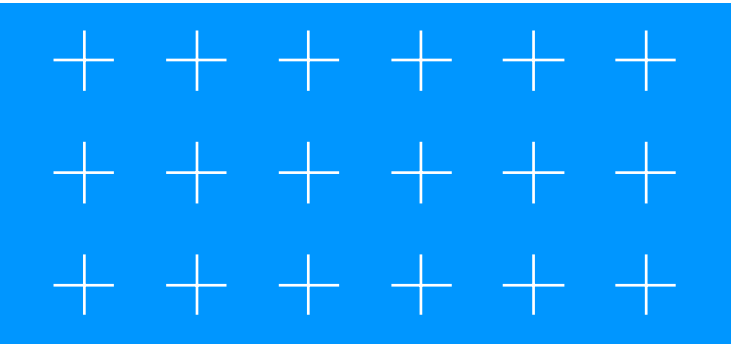




**The Royal
Melbourne
Hospital**

**Advancing
health
for everyone,
every day.**

**Join The Royal
Melbourne Hospital**



Position Description

Customer Service Clerk



About The Royal Melbourne Hospital

As one of Victoria’s largest public health services, The Royal Melbourne Hospital (RMH) provides a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs. We are a designated state-wide provider for services including trauma, and we lead centres of excellence for tertiary services in several key specialties including neurosciences, nephrology, oncology, cardiology and virtual health.

We are surrounded by a Parkville Precinct of brilliant thinkers, and we are constantly collaborating to set new benchmarks in health excellence - benchmarks that impact across the globe. While the work we do takes us in inspiring new directions; caring for each other, our patients and consumers is as essential to who we are, as any scientific breakthrough we make.

Our people of more than 10,000 strong, embody who we are and what we stand for. We're here for when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing and for delivering excellence together, always.

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 Relationships

Internal

- Multidisciplinary clinical staff (Nursing, Allied Health and Medical)
- Specialist Clinics Leadership team

External

- Patients & families
- GPs and other referrers

Key Selection Criteria

Formal Qualification(s) and Required Registration(s):

Essential:

- Demonstrated provision of highly quality customer service
- Excellent interpersonal skills, including verbal communication and professional telephone manner
- Demonstrated computer skills, including accurate keyboard skills
- Professional presentation and demeanour
- High motivation and willingness to learn
- Demonstrated initiative and ability to prioritise and problem solve
- Demonstrated ability to work within a team environment
- Able to work in a busy environment; at times under pressure
- Ability to be agile and flexible, switching priorities as required
- Ability to work within a diverse cultural environment

Desirable:

- Interest in healthcare
- TAFE accredited clerical training certificate
- Previous experience with patient administrative booking systems
- Relevant clerical experience and administrative skills
- Knowledge of medical terminology
- Demonstrated ability to use Microsoft Outlook

Required Capabilities

The Capability Development Framework applies to all The RMH employees and describes the capabilities that are needed to meet our strategic goals.

Below is a list of capabilities and the attainment level required in this position.

<i>Capability Name</i>	<i>Attainment Level</i>
Organisational savvy	Foundation
Communicating effectively	Consolidation
Building relationships	Consolidation
Patient and consumer care	Consolidation
Working safely	Consolidation



<i>Capability Name</i>	<i>Attainment Level</i>
Utilising resources effectively	Consolidation
Innovation, continuous improvement and patient safety	Foundation
Adaptability and resilience	Consolidation
Integrity and ethics	Consolidation
Delivering results	Foundation
Analysis and judgement	Foundation
Developing and managing skills and knowledge	Foundation

Health, Safety and Wellbeing

The RMH aims 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 to The RMH.

RMH employees have a responsibility to:

- Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives;
- Take reasonable care for their own safety and wellbeing and that of anyone else that could be affected by their actions;
- Speak up for the safety and wellbeing of patients, consumers, colleagues and visitors and escalate any concerns that have or could impact safety;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures and cooperate with The RMH in any action it considers necessary to maintain a safe working environment which is safe and without risk.

RMH Employees in supervisory/management roles have, in addition to the above, responsibility to:

- Ensure all health, safety and wellbeing procedures are in place and maintained in their work areas;
- Ensure risk management activities are undertaken and effective risk controls are in place;
- Make sure that training needs for all employees are identified and undertaken as required;
- Ensure incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.

The RMH Key Performance Indicators

RMH employees are measured through successful:

- Demonstration of RMH values and behaviours, being a role model for living the values;
- Completion of mandatory training activities including training related to the National Standards;
- Participation in The RMH and Division/Service specific business planning process (if required);
- Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
- Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Ability to operate within allocated budget (if required).



Clinical Governance Framework

RMH employees have a responsibility to deliver Safe, Timely, Effective, Person-Centred Care (STEP) by:

- Fulfilling roles and responsibilities as outlined in the Clinical Governance Framework;
- Acting in accordance with all safety, quality and improvement policies and procedures;
- Identifying and reporting risks in a proactive way in order to minimise and mitigate risk across the organisation;
- Working in partnership with consumers and patients and where applicable their carers and families;
- Complying with all relevant standards and legislative requirements;
- Complying with all clinical and/or competency standards and requirements and ensuring you operate within your scope of practice and seek help when needed.



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