

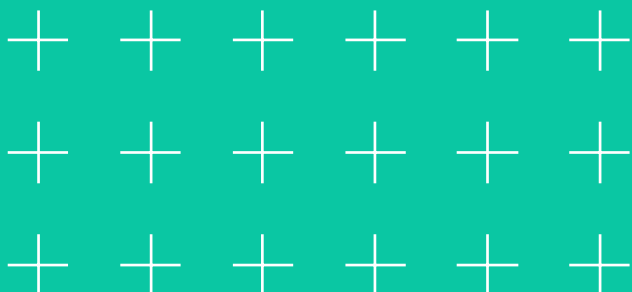


**The Royal
Melbourne
Hospital**

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

Could this be you?

**Join the Royal
Melbourne
Hospital team**



Position Description

Administration Assistant

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.

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 Title:	Administration Assistant
Service:	Sub-Acute Ambulatory Care Services
Location:	Royal Melbourne Hospital – Royal Park Campus
Reports To:	Practice Manager
Enterprise Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021–2025
Classification:	HS1
Employment Status:	Part time ongoing
Immunisation Risk Category:	Category C
Date of Review:	June 2026

- The Sub Acute Ambulatory Care Services (SACS) consists of Community Therapy Service, Clinical Centre Specialist Clinics, The Direct Access Unit and Post-Acute Care.
- The role of the SACS Administration Assistant is to work within an administration team, to provide professional caring, customer focussed administrative support for the clinical staff working within SACS. Under the direction and leadership of the Practice Manager and SACS Manager, this role will work in collaboration with the team to develop processes and systems to ensure efficiency and accuracy is maintained.
- This position is a key point of contact for patients and referring services and maybe be required to work in a busy reception area, coordinate clinic bookings, collect and enter patient's data and provide a broad- range of admin support for the SACS service.

- To maintain high level of data accuracy and efficiency in data entry.
- To demonstrate high level communication skills both with co-workers and the general public.
- Ability to work collaboratively within the SACS Admin team as well as manage own specific tasks within allocated time frame

Internal

- SACS Admin Team
- SACS Practice Manager
- SACS Clinical staff
- SACS Manager
- HIS Staff
- RPC Finance Team

- Patients and family members
- Transport companies
- GPs and other community health providers
- DVA/ Medicare
- Other health service providers who may refer into the service

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

- Successfully completed VCE
- Or demonstrable equivalent industry experience

- Well-developed communication skills, both written and verbal.
- Mandatory Working with Children's Check and Police Check and Immunisation Assessment
- Demonstrated busy telephone environment experience.
- Ability to learn new IT systems.
- Ability to work in a team environment.
- Demonstrated understanding of the management of confidentiality.
- Excellent administration skills including data entry and attention to detail.
- Ability to prioritise and manage conflicting work demands and work within time pressures
- Skilled Microsoft office suite of programs including excel, word, power point and outlook
- Demonstrated collaborative interpersonal skills
- Demonstrated skills in conflict management and problem solving
- Ability to work as part of a team and also take responsibility for own tasks

- Understanding of and experience in health
- Understanding of Community Services and the wider Melbourne Health service.

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).

- 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, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
- Are an equal opportunity employer, committed to providing a work environment free of harassment and discrimination. We promote diversity and inclusion in the workplace.
- 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.

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 _____