

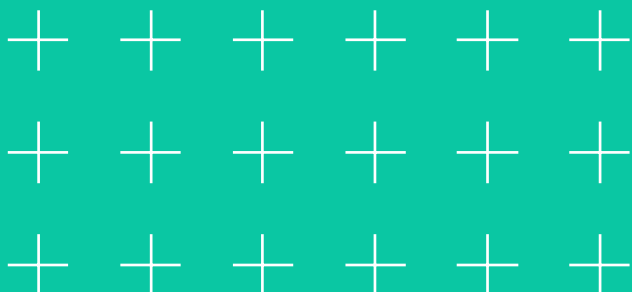


**The Royal
Melbourne
Hospital**

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

Could this be you?

**Join the Royal
Melbourne
Hospital team**



Position Description

**Administration Assistant - Diabetes
and Endocrinology**

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.

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.

Advancing health for everyone, every day.

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 are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

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.

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

Position Description

Position Title:	Administration Assistant - Diabetes and Endocrinology
Service:	Diabetes and Endocrinology
Location:	The RMH Parkville
Reports To:	Department Director
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025–2027
Classification:	HS 16 Grade 1 Level 4
Employment Status:	Part Time
Immunisation Risk Category:	Category C
Date of Review:	August 2026

POSITION SUMMARY

As an administration assistant in the RMH Department of Diabetes & Endocrinology you will be required to support department administrative functions. This may include revision of current administrative workflows as well as the introduction and maintenance of new administrative process. Responsibilities include clerical, administrative and receptionist duties to support the Department of Diabetes and Endocrinology Department in particular relating to Endocrinology Telehealth Rapid Access Clinic Service (Endo-TRACS).

- The Administrative staff will demonstrate superior interpersonal negotiation and communication skills to assist with the achievement of patient centred goals and the goals of the designated department and organisation.
- Liaising with health professionals and other administrative staff in relation to Endo-TRACS clinic patients
- Demonstrates efficient computer skills and use of the Electronic Medical Record
- Job-share position with other Endo-TRACS administration staff, working closely with Diabetes and Endocrinology Administration Team.

- 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 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 developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Ensure direct reports receive regular feedback and participate in annual discussions.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place, and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- 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.

Internal

- Department Director
- Department Administrative Staff & Outpatient Administrative Staff
- Department Health Professionals
- Department Research Staff
- Entire Hospital Staff

External

- Patients
- Primary Care Teams
- Company Representatives

- At least 12 months work experience in a patient customer service-based environment.

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Excellent communication skills
- Excellent information technology skills
- Mandatory Police Check, Working With Children's Check & Immunisation assessment
- Electronic Medical Record Systems – EPIC Desirable

- 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
- Achievement of portfolio specific KPI targets. Your performance will be measured through your successful ability to execute the following tasks:

- To assist with coordinating RMH Endocrinology Telehealth Rapid Access Clinic Service (Endo-TRACS). This involves the coordination of telehealth appointments, sending out pathology requests and handling queries from patients.
- To assist with providing reports on Endo-TRACS activity
- To assist with the process for medical and other health professional timesheets, leave forms and holiday rosters and their reconciliation as well as liaison with pay office as required.
- Liaising with central outpatient service in relation to patient enquiries and informing outpatient services of clinic cancellations or reinstatement of clinic appointments.
- Perform clerical duties as assigned by the director and deputy director including collecting, sorting and distributing clinical documents and memos, performing general filing producing. Photocopies, sending faxes and handling postal documents
- Provision of orientation material and assistance with setting up identification name badge, information technology and electronic medical record access for new medical and other health professional staff, students and visitors

- Uphold professional, polite and courteous attitude at all times consistently demonstrating the RMH values
- Deliver a professional and caring customer focused service which includes being the first point of contact for patients and visitors to the 4 West department

- 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 _____