



**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

**Diabetes Education Service
Administrative Support**



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

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**



DEPARTMENT DESCRIPTION

The Diabetes Education Service provides education to hospital patients with diabetes and their carers. It also acts as a resource for the Royal Melbourne Hospital (RMH) City Campus staff. The Diabetes Education team is part of The RMH Department of Diabetes and Endocrinology, and consists of Diabetes Educator Clinical Nurse Consultants (DNE/CNC) and Administrative staff who work closely with the hospital Endocrinologists, Diabetes Dietitians and Diabetes Research.

The service is dedicated to helping patients with diabetes understand and live with their condition, and apply their knowledge and skills to achieve positive health outcomes. The service comprises of inpatient, outpatient, day-stay admission, ambulatory insulin stabilisation and diabetes technology care streams. Our department is proudly a recognised Australian Diabetes Centre of Excellence and is the only Australian Endocrinology Department ranking in the Top 50 speciality services and we ranked 30th globally in 2021.

KEY ACCOUNTABILITIES

- Deliver a professional and caring customer focused service, often as the first point of contact for patients, their families and visitors to the ward/service.
- Undertake duties in a professional, courteous and approachable manner to all staff and consumers of the service.
- Provide clear and concise communication with staff, patients, carers/relatives and the public in the process of performing duties, including supporting the flow of patient activity.
- Answer and respond to telephone and reception enquiries and communicate with other health care professionals as required. Able to relay messages in an efficient and effective manner.
- Perform clerical duties as assigned by the Nurse Unit Manager, including monitoring, actioning or directing incoming communications daily to staff and patients; including phone, Telehealth, EMR, Diabetes Education Service email and diary.
- Attend and support running of daily Inpatient Diabetes Service/Diabetes Education Service Morning Meeting and Team Handover. Attend and participate in other team meetings as required.
- Monitoring and timely administrative management of Outpatient Referrals, liaising with the Diabetes Educator CNCs, action as required/appropriate
- Organise and manage the administrative aspects of the Diabetes Technology Service patient referral throughput, including device ordering, admission and follow-up, liaising with Referrers/Diabetes Educator CNCs/Diabetes Technology companies.
- Facilitate and organise patient appointments (telephone, telehealth and face to face) and the administrative aspects of patient flow/activity.
- Assist in the coordination of patient day-stay admissions and discharges.
- Amend computer records relating to patient admission, transfers and discharges.
- Assist with discharge paper work where appropriate as well as closing referrals and communicating to referring clinician of outcome.
- Maintain and order general operational, office and kitchen supplies.
- Maintain services' operational data and spreadsheets supporting activity data collection and patient flow.
- Maintain medical records in accordance with organisational guidelines, policies and procedures.
- Ensure patient confidentiality at all times.
- Acknowledge responsibility for own actions and seek assistance when necessary
- Participate in quality improvement and service delivery improvement activities
- Evaluates the quality of service provision through the comparison of patient outcomes to key performance indicators

KEY RELATIONSHIPS

Internal

External



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- Nurse Unit Manager of area/service
 - Diabetes Clinical Nurse Consultants of area/service
 - Other Diabetes Education Service Administrative Support staff of area/service
 - Diabetes Nurse Practitioner of area/service
 - Medical staff in department
 - Dietitian staff in department
 - Research staff in department
 - Wider-department administration staff
 - Wider-department multidisciplinary staff
 - Divisional Directors
 - Multidisciplinary staff
 - Consumers
 - Families of consumers
 - Carers of consumers
 - Diabetes medical therapies and technologies representatives
 - External consumer organisations/health-care partners

KEY SELECTION CRITERIA

Essential:

- Highly developed customer service
- Concise written and verbal communication skills, including professional telephone and email manner
- Relevant clerical experience and administrative skills
- Strong competence in computer skills; including office and word processing programs, digital patient management systems and accurate keyboard skills
- Professional personal presentation with a professional and approachable demeanour
- Demonstrated team player with an ability to work as a team member in a multidisciplinary environment
- An ability to both accept direction and to work autonomously
- Demonstrated initiative and ability to prioritise tasks
- Motivation and commitment to ongoing development
- Able to work in a busy environment and under pressure at times
- Demonstrated flexibility and reliability
- High motivation and willingness to learn
- High level of reliability and professional conduct

Desirable:

- Certificate in Health/Medical Administration
- Experienced in Epic Electronic Medical Record system or other digital patient management systems
- Experienced in Continuous Subcutaneous Insulin Infusion (Insulin Pump Therapy) processes
- Experienced in Continuous Glucose Monitoring Systems (CGM) processes
- Interest in service delivery quality improvement

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
 - Police check and valid Working with Children Check (WWCC)
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