

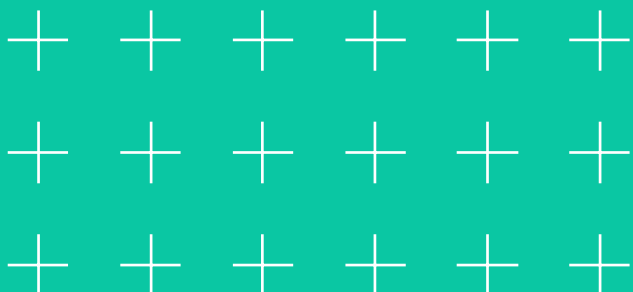


**The Royal
Melbourne
Hospital**

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

Could this be you?

**Join the Royal
Melbourne
Hospital team**



Position Description

Administration Officer



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



- Provide a welcoming pathway into the service via Front of House and Switchboard
- Support clinical teams, management and executive with a range of administrative tasks
- Assist the service meet its mandatory reporting obligations

Roles within the RMH MHS Administration team will have a primary area of responsibility such as being imbedded within a specific team, Mental Health Tribunal / Medicolegal, supporting front-of-house or switchboard. In addition to the primary area of focus, each staff member within the team will be trained in and required to fill other roles within the team to allow for covering planned and unplanned leave and navigating periods of high demand.

KEY ACCOUNTABILITIES

- Provide administration assistance to all staff in the service, including but not limited to; arranging interpreters, fleet cars, supply ordering, printing, faxing, mailing, couriers, maintenance requests, room bookings, file requests, data entry, meeting support and appointment bookings.
- 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.
- Provide a high level of administration support to all staff across all programs.
- Prioritise workload autonomously or as instructed
- Ensure confidentiality of patient information is maintained in accordance with local processes and legislation.
- Attend and actively participate in meetings, training, information sessions and professional development
- Follow policies, procedures and other internal documentation where available. Where required, assist in the updating and maintenance of these documents.
- Support maintenance of Roster, Leave & Payroll systems
- Support the onboarding, orientation & training of staff
- Actively participate in training and development across all areas and tasks within the team
- Provide support and cover for any tasks or roles within the team where required, including working from different locations within the clinic
- Develop a strong understanding of Activity Based Funding (ABF) reporting requirements
- Support clinical staff in their completion of ABF and other mandatory reporting tasks
- Monitor and action email inboxes and system inbaskets to ensure timely processing of items
- Support the services' effective use of Digital Health systems including by not limited to Epic EMR, iPM, CMI/ODS and local databases.
- Ensure information is processed in accordance with statutory reporting deadlines.
- Collect, prepare and sort medical record documents for scanning in an accurate and timely manner.
- Perform routine data integrity activities such as data reconciliation and validation, fixing any errors found as part of this process and providing follow-up and education where needed.
- Provide excellent person-centred service at front of house
- Support the operation of the switchboard
- Provide ad-hoc administrative support to clinical and management staff
- Assist the organisation meet its statutory reporting obligations under the Mental Health and Wellbeing Act 2022



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.

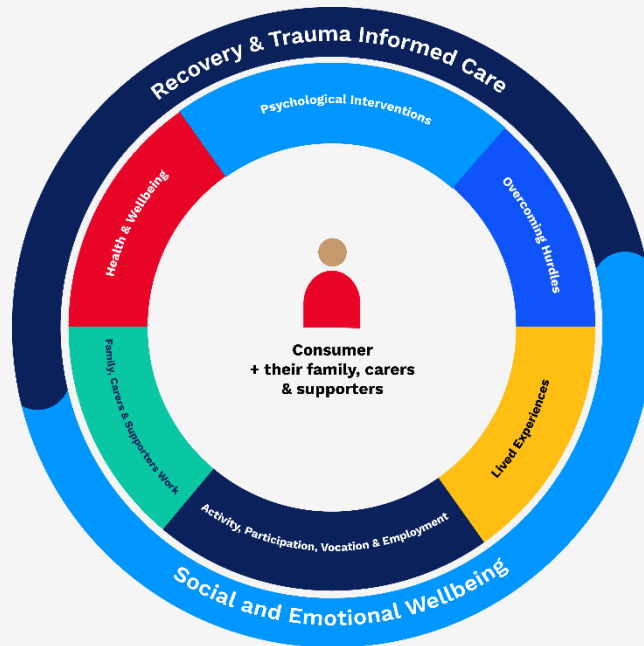
ACCEPTANCE

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



Community Core and Specific Evidence-Based Practice

Psychological Interventions	Family, Carers and Supporters Work	Health & Wellbeing	Activity, Participation & Employment	Lived Experiences	Overcoming Hurdles
Early Warning Signs & RWP discussion	Initial Conversation with Family/Carer	Physical health screening	Initial Conversation about activity, participation and vocation	Initial Conversation about consumer peer support	LSI-R:SV
CBT Fundamentals	Family/Carer Fundamentals	Physical health conversations	APQ6	Initial Conversation about family, carer and supporters peer support	SUBA
▼	Family Violence Screen	Physical health assessment	Driving Screen	▼	AOD Harm Minimisation
CBT for Psychosis	▼	Metabolic monitoring	Sensory Approaches	PeerZone	AOD Relapse Prevention
Acceptance & Commitment Therapy (ACT)	Single Session Family Consultation	Medication safety, education & advocacy	▼	▼	Specialist Supportive Clinical Management for Eating Disorders
Therapies for Borderline Personality Disorder	Multiple Family Group	Equally Well Physical Health Program	Activity Engagement	Consumer led inpatient groups	Forensic Risk Management Planning
CBT for co-morbid Anxiety & Depression	Family Therapy	Medication Alliance	Therapeutic Activity Groups	Consumer Peer Support-led Community Groups	Forensic Risk Reduction Treatment
Be Well Live Well - Early Warning Signs Relapse Prevention Program	FaPMI Programs	QUIT Program	Vocation and Employment Support	Individual Consumer Peer Support	AOD Motivational interviewing
	Family Violence Assessment (MARAM)		Sensory Assessment & Interventions	Family Peer Support-led Groups	Refer to Detox
			Driving Assessment	Individual Family, Carer & Supporters Peer Support	Autism Consultation and Evaluation Services (ACES)