

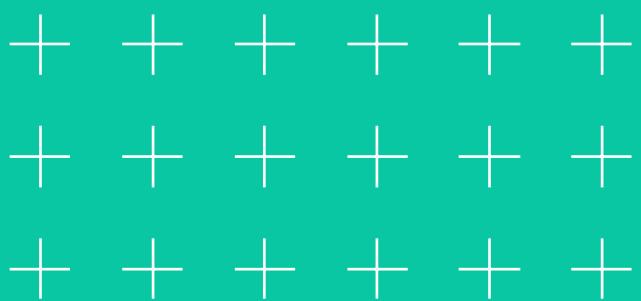


**The Royal  
Melbourne  
Hospital**

# Advancing health for everyone, every day.

Could this be you?

Join the Royal  
Melbourne  
Hospital team



**Position Description**  
**Administration Officer**

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## 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.

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### OUR VISION

## Advancing health for everyone, every day.

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### 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.

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#### 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.

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#### 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.

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#### 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.

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### 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

# Position Description

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<b>Position Title:</b>	Administration Officer
<b>Service:</b>	Mental Health Forensic Interface Team (MH-FIT)
<b>Location:</b>	Royal Melbourne Hospital – multiple sites
<b>Reports To:</b>	Team Leader and Health Information Manager
<b>Enterprise Agreement:</b>	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
<b>Classification:</b>	YC89
<b>Employment Status:</b>	Part time, 48 hours / fortnight
<b>Immunisation Risk Category:</b>	Category A
<b>Date of Review:</b>	August 2024

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## POSITION SUMMARY

Royal Melbourne Hospital Mental Health Services provides person-centred, recovery-oriented care, treatment and support through our multi-disciplinary workforce of skilled and dynamic clinicians, and Lived and Living experience (LLE) consumer and carer experts. We are dedicated to providing caring and high-quality specialist community and hospital-based mental health services for adults and older adults who are experiencing, or are at risk of developing a serious mental illness. We are committed to working with consumers during their recovery by offering trauma informed holistic and evidence-based treatment, which is inclusive of family, carers and kin and provided by staff with well-developed skills. Staff employed within the service are expected to identify evidence-based practice approaches and to use these within their work.

We have a robust future ahead as the lead mental health service for the Victorian Collaborative Centre for Mental Health and Wellbeing Service, and also for the Statewide Trauma Service. These leading programs will drive mental health reform across the sector, and will offer a wide range of opportunities for involvement of staff within the RMH MHS. Our partnerships with multiple community and academic organisations support our program and enable a sophisticated learning structure, with a focus on research translation.

The Royal Melbourne Hospital (MH-FIT) and Monash Health (MH-FACT) are funded to operate clinical service enhancements state-wide to active clients of the Victorian Fixated Threat Assessment Centre (VFTAC). Monash Health provide these services in the south and the east of Victoria and Melbourne Health in the north and the west of Victoria.

The NWMH MH-FIT are responsible for coordination of services for Northern and Western Victoria working closely with a variety of mental health and other support services across metropolitan and rural areas.

The service provides a Forensic Assertive Community Treatment model of care characterised by lower caseloads, community based treatment (outreach/intensive) and a team based approach. This may include but is not limited to, medication management, psychosocial support and referral (housing, financial, vocational),

counselling, crisis admissions/assessments, motivational interviewing for dual diagnosis, offence chain analysis and CBT for comorbid conditions. The MH-FIT clinicians liaise closely with VFTAC and Monash Health.

MH-FIT is located in North Melbourne. This is an office base only.

The Administration Officer is an integral part of the team and will contribute to the cohesive and efficient running of the NWMH Mental Health – Forensic Interface Team (MH-FIT). The incumbent is responsible for providing overall administration support to the Team Leader, medical and clinical staff as required and as directed by the Team Leader.

The purpose of this role is:

- To provide overall administrative support to the Team Leader, medical and clinical staff.
- Ordering of supplies
- Liaise with suppliers for the routine purchase and delivery of supplies
- Coordinate and execute OH&S audits with representatives from each of the onsite services
- Represent the team at monthly OH&S meeting
- Schedule meetings, generate agenda's and maintain minutes
- Prepare reports for use by management
- Coordinate a response to infrastructure issues that arise within the building at the direction of the Team Leader.

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## KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- 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.
- Collate and update area based resources and information and make it available to all staff members.
- Compile relevant reports as discussed with and directed by Team Leader.
- Order stationary and office related items to ensure maintenance of appropriate stock levels.
- Maintain records and currency of swipe card/s access to building and alarm system
- Initiate and update medical records in a prompt, timely and efficient manner (CMI,iPM,EPIC,CPF,)
- Maintain MH-FIT client database (Access) and extract reports upon request by the Team Leader
- Complete the required training for relevant information systems.
- Reconcile local database, CMI and Epic monthly
- Generate monthly KPI report
- Initiate and maintain weekly clinical review presentation record (Excel)
- Be conversant with medical record formats and relevant scanning practices
- Provide orientation to new staff i.e. building, intranet, medical record and systems, riskman, stationary/forms, staff movement board, building security and staff security measures.
- Contribute to ensuring high levels of data integrity across multiple information systems, including monitoring and fixing data validation errors and prompting the completion of outstanding documents such as discharge summaries.
- Attend meetings and training/information sessions as required.
- Ensure confidentiality of patient information is maintained in accordance with local processes and relevant legislation.
- Follow departmental procedures and directions for all duties and make use of all available resources e.g. emails, procedures, intranet, management directives, mandatory training etc.
- Oversee Fleet car management and report to Team Leader
- Ensure IT systems are operational and meet requirements, and that any malfunctions are promptly addressed.
- Coordinate and minute meetings as directed by the Team Leader.
- Generate petty cash claim forms/staff reimbursements with Team Leader
- Prepare invoices for processing
- Booking of interpreters as required
- Generate CAFM Requests and follow through
- Maintain and update equipment and asset register.
- Undertake OH&S audits as directed by the Team Leader
- Assist in the preparation of & participate in Planning Day activities
- Answer and appropriately direct phone calls where necessary. Greet, sign in and direct visitors with prompt and amicable professionalism
- Relieve other clerical positions within the administration team as required.
- Other duties as directed.

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## KEY RELATIONSHIPS

### Internal

- Team Leader
- Health Information Manager
- Clinical Staff
- Administration teams at RMH at Waratah
- Health Information Managers and Health Information Services

### External

- Infrastructure
- External services
- VFTAC
- Consumers and their families
- Mental Health Services across Victoria

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## KEY SELECTION CRITERIA

### Formal Qualifications

- Diploma or Degree in, Business, Administration, Event Management or other relevant experience/qualification

### Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Proven ability to determine workload priorities and work to timelines.
- Proven ability to work with limited direct supervision.
- High level of conceptual and analytical ability in the resolution of issues and day-to-day problems
- Experience within a Hospital and/or Medical setting and customer relations or reception experience
- Demonstrated organisational and management skills
- Well-developed communication and inter-personal skills
- Advanced keyboard, word processing and data entering skills and have a demonstrated understanding of computer applications such as the Microsoft Office Package including basic spreadsheet and database skills
- Demonstrated capacity for initiative and ability to work with limited direction
- Ability to take on constructive feedback and engage in professional development opportunities offered
- A current driver's license and ability to drive

### Desirable:

- Experience working in a large, complex organisation such as education, training or health care setting

## 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
- Ability to maintain a safe working environment and ensure compliance with legislative requirements
- Ability to generate and provide reports in a prompt and timely manner

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## 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.

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## 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.

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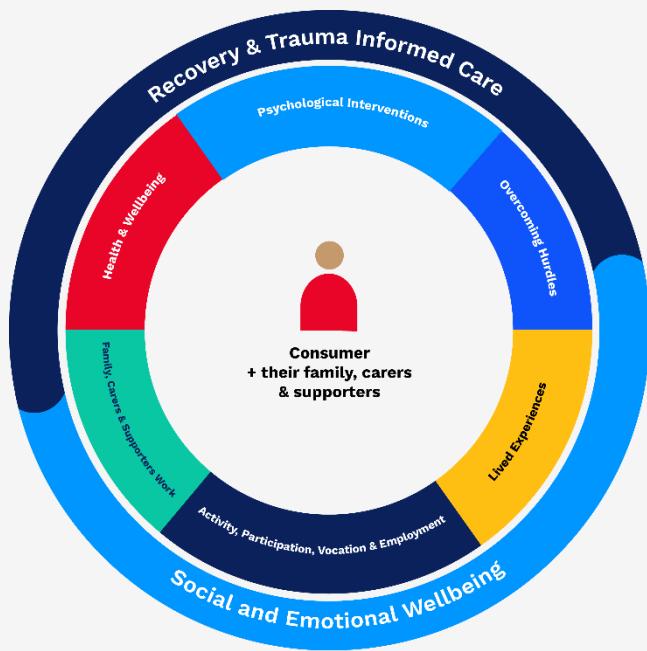
Employee Signature

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Employee Name (please print)

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