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

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

The Royal Melbourne Hospital

Position Description

Position Title:	Administration Officer
Service:	Royal Melbourne Hospital Mental Health Services
Location:	Royal Melbourne Hospital - Norfolk Terrace
Reports To:	Administration Manager - RMH
Enterprise Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2024 - 2028
Classification:	Grade 2
Employment Status:	Part Time
Immunisation Risk Category:	Category
Date of Review:	August 2026

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 Administration Officer position will provide support across all programs and services within Inner West Area Mental Health Service. Including but not limited to:

- The Administration Officer role supports the vital functions of the Mental Health and Wellbeing Act 2022. It is an administrative position that supports MHT operations at the RMH. The positions works closely with senior clinical staff, consultant psychiatrists, legal representatives, MHT coordinators and the MHT registry to ensure the requirements of the Mental Health and Wellbeing Act 2022 are adhered to in a smooth and consumer focused manner.
- The Administration Officer position provides administration support to staff at the RMH as required. The role delivers high quality customer service and front of house reception as well as ensures the completion of allocated administrative and data entry tasks which support consumers, carers and staff both internal and external as the face of the organisation.

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 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.
- Provide reception support for the unit. Responding to any phone, email or in-person queries in a helpful and welcoming manner in line with Melbourne Health Values.
- Ensure Mental Health Tribunal (MHT) hearings proceed in a smooth and consumer focused manner in line with deadlines in place from the Mental Health & Wellbeing Act 2022
- Provide administrative support to ensure the organisation meets statutory reporting obligations under the Mental Health & Wellbeing Act 2022
- Operate and maintain computerised health information systems, including the patient administration system (iPM), digital medical record system Enterprise Content Management (ECM) system m (including preparation for scanning, quality control and quality assurance of the system), Electronic Medical Record (EMR –Epic) and any other relevant systems used locally.
- Perform routine data integrity activities such as data reconciliation and validation, fixing any errors found as part of this process
- Input and extraction of information into/from the Client Management Interface (CMI) in a timely and accurate manner.
- Complete the required training for relevant information systems.
- 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.
- Collect, prepare and sort medical record documents for scanning in an accurate and timely manner.
- Respond to general enquiries via phone, email or in person.
- 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.
- Relieve other positions within the administration team and train administration staff as required.
- Provide administration assistance to staff in the unit as required, this may include but not limited to; arranging translators, booking patient transport, supply ordering, printing, faxing, mailing, couriers, maintenance requests, room bookings, file requests
- Support patient movement workflows by timely updating of patient administration systems with any discharges/admissions/transfers
- Assist with the administrative functions of the ECT unit.
- Work with consumers, families and staff in booking and managing outpatient appointments
- Compliance of clinical governance, legislative and documentation requirements, (e.g. Clinical Review discussions, completion of relevant documentation compliant with requirement of the Mental Health & Wellbeing Act 2022).
- Operate within the legal frameworks e.g. Mental Health & Wellbeing Act 2022 and Privacy Act.
- Assist in the organising and minute taking for unit meetings.
- Other duties as directed.
- Participation in formal performance and annual discussion review processes.

KEY RELATIONSHIPS

Internal

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

External

- Consumers and their families
- Mental Health Tribunal
- Mental Health Services across Victoria

KEY SELECTION CRITERIA

Formal Qualifications

- Not applicable

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.
- Mandatory Working with Children's Check and Police Check and Immunisation Assessment
- Motivated and have a passion for caring and making a genuine difference in the lives of public mental health consumers and their family members
- Experience working as part of a dynamic team and capable of contributing positively to the teams well-being
- Confident in working both collaboratively and autonomously
- Excellent verbal and written communication skills with the ability to liaise clearly and effectively with stakeholders
- Superior attention to detail
- A solution-focused can do attitude

Desirable:

- Experience in a role with similar tasks as set out under Position Summary and Key Accountabilities
- Experience in working with hospital patient administration systems, in particular those listed under Position Purpose

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

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.

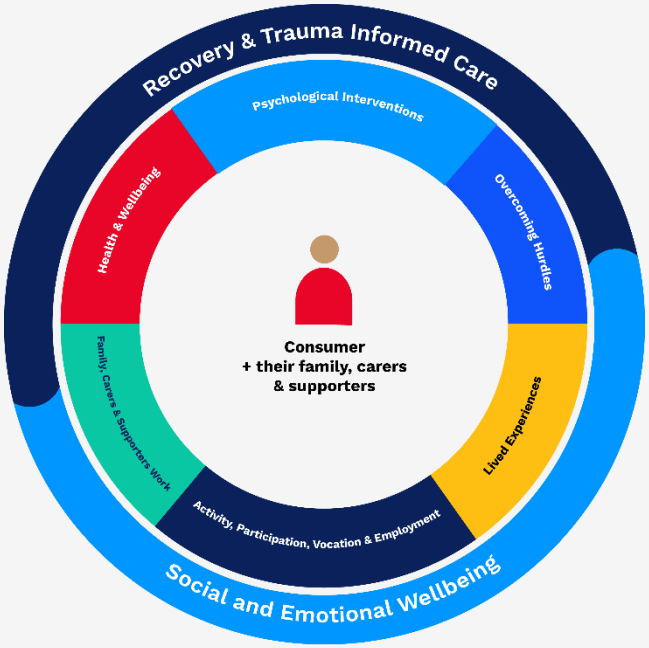
ACCEPTANCE

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	Activity Engagement	Consumer led inpatient groups	Specialist Supportive Clinical Management for Eating Disorders
Therapies for Borderline Personality Disorder	Multiple Family Group	Equally Well Physical Health Program	Therapeutic Activity Groups	Consumer Peer Support-led Community Groups	Forensic Risk Management Planning
CBT for co-morbid Anxiety & Depression	Family Therapy	Medication Alliance	Vocation and Employment Support	Individual Consumer Peer Support	Forensic Risk Reduction Treatment
Be Well Live Well - Early Warning Signs Relapse Prevention Program	FaPMI Programs	QUIT Program	Sensory Assessment & Interventions	Family Peer Support-led Groups	AOD Motivational interviewing
	Family Violence Assessment (MARAM)		Driving Assessment	Individual Family, Carer & Supporters Peer Support	Refer to Detox
					Autism Consultation and Evaluation Services (ACES)