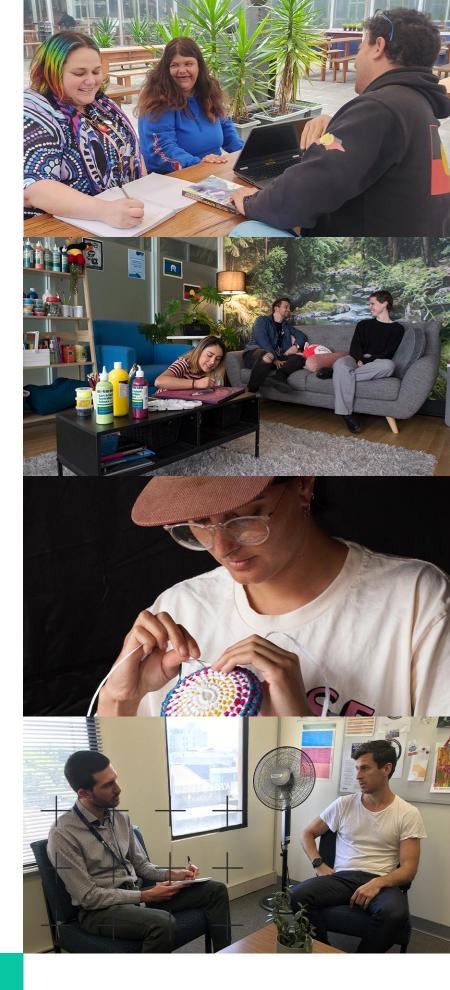
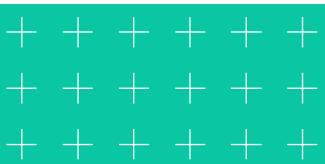


Advancing health for everyone, every day.

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

People are at the heart of everything

understand how we can make the

most positive difference for them.

we do. We take the time to

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



Lead with Kindness

unique.



Our care and compassion sets
us apart. We lead the way with

True excellence when we work a





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:

a respectful, inclusive spirit —

embracing the things that make us all

- 1. Be a great place to work and a great place to receive care
- 2. Grow our Home First approach
- Realise the potential of the Melbourne Biomedical Precinct
- 4. Become a digital health service
- Strive for sustainability





Position Description

Position Title: Administration Officer

Service: Royal Melbourne Hospital Mental Health Services

Location: Parkville/Carlton/Moonee Ponds

Reports To: Administration Manager - Waratah

Enterprise Agreement: Victorian Public Mental Health Services Enterprise

Agreement 2020-2024

Classification: YC89

Employment Status: Ongoing

Immunisation Risk Category: Category A

Date of Review: October 2025

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.

This role is a key member of the RMH MHS Community Mental Health Team across Waratah Clinic and the Inner Melbourne Community team. Inner Melbourne is a new team providing mental health, treatment, care and support in the City of Melbourne area (Carlton, North Melbourne, CBD). The team will provide an innovative integrated Open Dialogue Model of Care as part of a translational research project under the auspices of the Victorian Collaborative Centre of Mental Health and Wellbeing. The team will include both clinical and lived and living experiences peer support workforce with a focus on participation of the consumers family/support network from the beginning of their engagement with the team.





The Waratah Clinic in Moonee Ponds is the home of several community mental health teams which provide a range of supports within the clinic and through outreach. The administration team provides supports to these clinical teams and ensures the smooth running of the service through...

- Providing a welcoming pathway into the service via Front of House and Switchboard
- · Supporting clinical teams, management and executive with a range of administrative tasks
- · Assisting the service meet its mandatory reporting obligations

Roles within the Community 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 RMH MHS team to allow for covering planned and unplanned leave and navigating periods of high demand across sites.





KEY ACCOUNTABILITIES

- · Provide administration assistance to all staff in the clinic, including but not limited to; arranging interpreters, fleet cars, supply ordering, printing, faxing,

 Support the onboarding, orientation & training of 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. • Assist the organisation meet its statutory reporting

- Support maintenance of Roster, Leave & Payroll systems
- 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
- 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 followup and education where needed.
- Provide excellent person-centred service at front of house
- Support the operation of the Waratah switch board
- Provide ad-hoc administrative support to clinical and management staff
- obligations under the Mental Health and Wellbeing Act 2022

KEY RELATIONSHIPS

Internal

- Administration Manager and Supervisor
- Administration Staff
- Clinical, medical and lived experience staff
- · Management and executive staff

External

- Consumers, carers and supporters
- Health Information Services
- External services and GP's
- Research partners at the University of Melbourne





KEY SELECTION CRITERIA

Formal Qualifications

Not Applicable

Essential:

- Commitment to live the Melbourne Way putting people first, leading with kindness and achieving excellence together.
- Excellent interpersonal and communication skills
- · Demonstrated ability in developing, maintaining and improving administrative workflows and processes
- Proven ability to meet deadlines and adhere to mandatory reporting obligations

Desirable:

- Working knowledge of CMI/ODS, Epic, iPM or similar patient information systems
- · Administrative experience within a hospital or health 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
- Action and respond in a timely and professions manner to queries received through inboxes/inbaskets
- Frequent direct engagement with clinical staff and management to resolve issues
- Attendance and engagement in meetings, training and professional development





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

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