

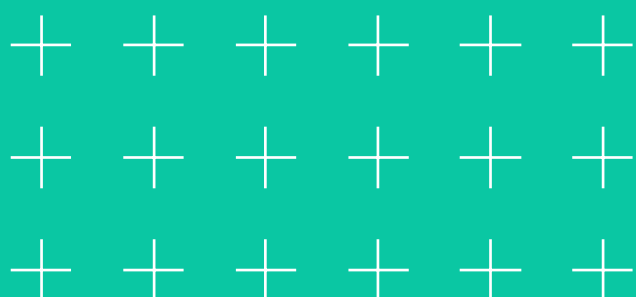


**The Royal
Melbourne
Hospital**

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

Could this be you?

**Join the Royal
Melbourne
Hospital team**



Position Description

Administration Officer

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.

Advancing health for everyone, every day.

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.

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

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.

- 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.

- Provide administration assistance to all staff in the clinic, 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 Waratah switch board
- 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

Internal

- ## External

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

Formal Qualifications

- ### Essential:

- Desirable:

- Working knowledge of CMI/ODS, Epic, iPM or similar patient information systems
- Administrative experience within a hospital or health setting

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

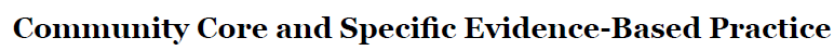
- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred 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.

- **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.

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 Name (please print)

Date _____

8/8