

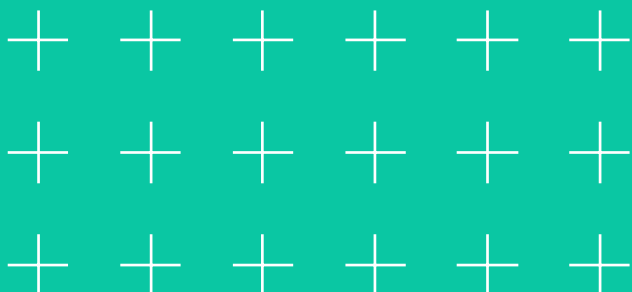
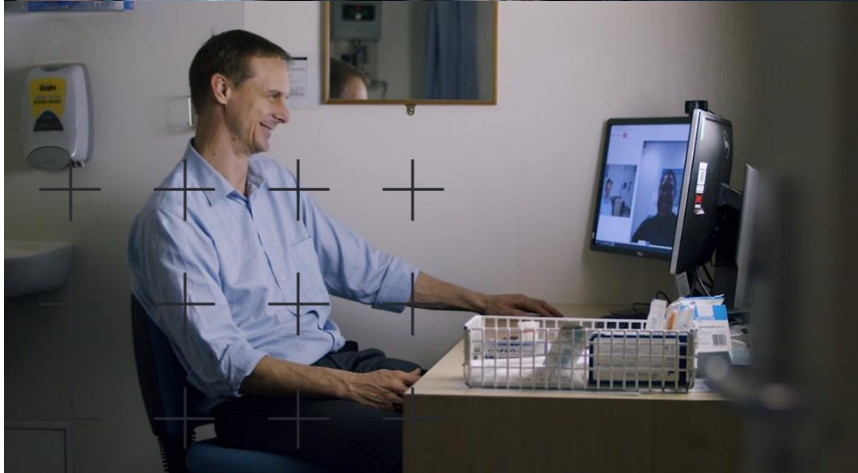


**The Royal
Melbourne
Hospital**

**Advancing
health
for everyone,
everyday.**

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

7SW Clerical Staff Member

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

- Take reasonable care for your safety and wellbeing and that of others.
- 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.
- Maintain accurate and up-to-date patient records, including admission, transfer, and discharge documentation
- Ensure timely and accurate data entry into EPIC systems.
- Direct visitors and external service providers appropriately within the ward.
- Handle patient belongings and documentation as per hospital guidelines.
- Maintain confidentiality and security of patient information in line with hospital policies and data protection regulations.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Act as the first point of contact for patients, families, and visitors, providing a warm and professional welcome.
- Communicate with empathy and sensitivity when assisting patients and relatives with enquiries.
- Answer and manage telephone calls and emails, directing queries to the appropriate staff members.
- Liaise with medical, nursing, and allied health teams to facilitate efficient ward operations.
- Order and maintain ward supplies, ensuring stock levels are sufficient for daily operations.
- Assist with scheduling patient appointments, follow-ups, and transportation arrangements.

7 South consists of 2 wards. 7 South West is a 30-bed ward specialising in both Orthopaedics and Trauma. 7 South East is a 30-bed ward specialising in Trauma. We work collaboratively with our multidisciplinary team to deliver high quality patient centred care and pride ourselves on our team work and supportive working environment

- Highly developed customer service and interpersonal skills
- Excellent written and verbal communication skills, including professional telephone manner
- Clerical experience; administrative and computer/ IT skills
- Knowledge of medical terminology
- Committed to Team Work and experience working with a multidisciplinary Team
- Ability to prioritise workload in a fast-paced environment
- Motivated and committed to professional development
- Reliable and punctual

- TAFE accredited clerical training certificate (inclusive of iPM)

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

- 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, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
- Are an equal opportunity employer, committed to providing a work environment free of harassment and discrimination. We promote diversity and inclusion in the workplace.
- 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.

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