

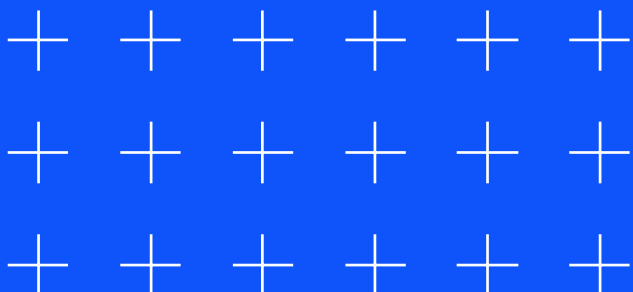


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Customer Service Clerk



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



Position Description

Position Title:	Customer Service Clerk
Service:	Surgical
Location:	The RMH Parkville
Reports To:	Director of Neurosurgery
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021–2025
Classification:	HS1
Employment Status:	Part Time – 0.8
Immunisation Risk Category:	Category C
Date of Review:	May 2026

POSITION SUMMARY

The Customer Service Clerk provides administrative support for neurosurgery outpatient clinics, managing patient enquiries, coordinating appointments and investigations, and scheduling radiology. The role supports clinicians by ensuring efficient clinic operations, maintaining accurate patient and clinic data, and contributing to the smooth delivery of outpatient services under senior administrative guidance.

The Department of Neurosurgery provides a comprehensive inpatient and outpatient service for patients with neurosurgical diseases, with a clinical and referral service for patients with intracranial spinal and peripheral nerve disorders requiring neurosurgical assessment and treatment. The specialised clinical programs include Brain Tumours, Cerebrovascular Surgery, Spinal Disorders, Neurotrauma, Pain Surgery, Neuro-Oncology, Epilepsy and Functional Surgery and Peripheral Nerve Surgery.



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.
- Work closely with a small team to provide administrative support to the neurosurgery clinical team.
- Provide a high level of customer service to patients and carers.
- Respond to patient and staff enquiries.
- Ensure phone and email enquiries are triaged currently.
- Manage patient records in accordance with hospital policy and data accountability
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.

KEY RELATIONSHIPS

Internal

- Neurosurgery Staff
- RMH Outpatient Staff
- Doctors and Nurses

External

- Patients
 - Family
 - Referring Doctors
 - Imaging providers
-



KEY SELECTION CRITERIA

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Mandatory Working with Children's Check and Police Check and Immunisation Assessment
- Highly developed customer service and interpersonal skills
- Concise written and verbal communication skills, including professional telephone manner
- Relevant clerical experience and administrative skills
- Knowledge of iPM and Epic EMR
- Good knowledge of Microsoft Outlook
- Data entry skills
- Computer skills, including accurate keyboard skills and experience with hospital IT programs, or ability to learn these processes
- Good knowledge of medical terminology
- An ability to accept and take directions
- Demonstrated flexibility and reliability
- A sound understanding of hospital emergency and interdepartmental policy and procedure as they pertain to the position.

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
 - Achieving a high standard of patient interaction by providing accurate information and resolving enquiries efficiently
 - Ensuring clinician schedules and templates are accurate, up to date and aligned with clinic capacity and demand.
 - Ensuring accuracy of scheduling data and patient bookings
 - Actively participate in improvement initiatives of booking workflows
-



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
