



**The Royal  
Melbourne  
Hospital**

# Advancing health for everyone, everyday.

**Could this be you?**

**Join The Royal  
Melbourne  
Hospital Team**



**Position Description**

**Clerical Assistant – Perioperative  
Services**



## 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:

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





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- Ensuring visitors register on arrival
  - Providing administrative support to perioperative staff as required.
  - Assisting the Theatre Floor Coordinator and perioperative staff at the floor coordinators desk
  - Providing basic IT support when possible
  - Providing clerical support to wards
  - Daily scanning and uploading of post-op documents to Epic
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## 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.
- Ensure patient confidentiality at all times
- Ensure leadership confidentiality at all times when taking minutes in person or from meeting recordings
- Produce monthly reports/graphs/meeting minutes using Microsoft Application
- Answer all staff requests in a timely manner
- Attend department meetings and transcribe into meeting minutes
- Accurately update patient bookings in the Electronic Medical Records systems (EPIC/iPM)
- Be able to work unsupervised, be comfortable in the operating room environment (in theatres) and function as part of a team
- Perform all clerical and public facing reception duties in a friendly manner
- Undertake duties in a professional, courteous and approachable manner, ensuring you understand clinical priorities in the perioperative environment while prioritising tasks to achieve desired timelines
- Contribute to organisation-wide and service/division initiatives and planning activities.

## KEY RELATIONSHIPS

### Internal

- All Perioperative staff
- Nurse Unit Managers
- Internal Service Providers
- Patients and their families

### External

- Medical Representatives
- Other Hospitals
- External Service Providers



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## KEY SELECTION CRITERIA

### Formal Qualifications:

- N/A

### 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
- Very good computer skills including the Microsoft suite
- Knowledge of medical terminology
- Professional presentation
- Demonstrated team player
- Ability to accept direction
- Demonstrated initiative and ability to innovate
- Ability to problem solve
- Motivation and commitment to ongoing development
- Demonstrated flexibility and reliability

### Desirable:

- **Knowledge of Perioperative services**
- **Experience with Electronic Medical Records systems. Preferably EPIC and IPM**

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## 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
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**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.

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**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.

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Employee Signature

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Employee Name (please print)

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Date

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