



**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**

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.

- 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

[illegible]

- Theatre Reception – approximately 60%
- Ward 3 East – approximately 30%
- Day of Surgical Admission (DOSa) – approximately 10%

Theatre Reception provides administrative support to the operating theatres and perioperative staff. Unlike a

Ward 3 East (30%)

Day of Surgical Admission (DOSA) – Admissions (10%)

Working Hours and Roster

General Requirements

The role operates within a busy and sometimes unpredictable hospital environment. Workloads and priorities may change throughout a shift in response to clinical and operational requirements. Staff need to be adaptable, organised and comfortable working with a broad range of hospital employees, while maintaining a professional and helpful approach. Much of the work is computer-based, with patient-facing responsibilities primarily undertaken during DOSA Admissions shifts.

Main Responsibilities

Reception and Communication

- Answer telephone calls and direct enquiries to the appropriate staff or department.
- Liaise with perioperative staff, ward staff, hospital departments, external medical company representatives and authorised visitors.
- Welcome and assist patients attending DOSA for surgical admissions.
- Manage visitor registration and access to the operating suite.

Patient and Ward Administration

- Complete patient admissions, transfers and discharges using hospital information systems, including Epic and iPM.
- Check and update patient information accurately.
- Prepare and distribute daily ward and departmental reports.
- Provide clerical support to Ward 3 East and perioperative clinical teams.
- Scan and upload postoperative documentation to Epic.
- Submit requests for beds, cleaning, maintenance and other hospital services using the CAFM system.

Theatre and Departmental Administration

- Provide administrative support to the Theatre Floor Coordinator and perioperative leadership team.
- Process staff access requests and manage staff lockers.
- Receive deliveries and coordinate outgoing parcels.
- Monitor stationery and consumable supplies and arrange replenishment.
- Attend meetings, prepare minutes and assist with documentation and departmental reporting.
- Assist with audits, record keeping and administrative data entry.
- Provide basic assistance with IT issues where appropriate, escalating more complex issues to the relevant support teams.

General Expectations

- Maintain patient, staff and departmental confidentiality.
- Work accurately and efficiently while managing competing priorities.
- Communicate professionally with staff, patients, visitors and external stakeholders.
- Adapt to the different administrative requirements of Theatre Reception, Ward 3 East and DOSA.
- Work independently while contributing positively to the broader Perioperative Services team.
- Perform other administrative duties appropriate to the role as required.

- 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
- Prepare accurate daily and periodic reports, meeting minutes and administrative documentation using Microsoft Office and hospital information systems.
- Demonstrate a patient-centred approach when undertaking DOSA admission duties, including providing clear communication and maintaining patient privacy.
- Respond to administrative requests from clinical and non-clinical staff, prioritising work according to operational requirements.
- Attend department meetings and transcribe into meeting minutes
- Accurately complete patient admissions, transfers, discharges and relevant administrative updates using Epic, iPM and other hospital systems.
- Be able to work unsupervised
- Be comfortable working within the perioperative environment, including Theatre Reception, Ward 3 East and DOSA, and understand the operational priorities of each area.
- Provide professional and courteous administrative services, recognising that patient-facing duties primarily occur in DOSA, while Theatre Reception and 3 East are predominantly staff-facing.
- 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.
- Demonstrate the ability to move between different work areas on a rotating roster, adapting to variations in responsibilities, workflows and levels of patient interaction.

Internal	External
• Perioperative nursing, medical and support staff • Theatre Floor Coordinators • Nurse Unit Managers and departmental leadership • Ward 3 East and DOSA staff • Admissions and Patient Services • Facilities, Cleaning, Bed Management and IT Services • Patients and their families, primarily in DOSA •	• Medical company representatives • External contractors and service providers • Authorised visitors • Staff from other health services

- N/A

- Commitment to living *The Melbourne Way* – putting people first, leading with kindness and achieving excellence together.
- Ability to meet mandatory employment requirements, including a Working with Children Check, Police Check and Immunisation Assessment.
- Demonstrated experience in clerical or administrative roles, with strong organisational skills and attention to detail.
- Well-developed computer skills, including proficiency in Microsoft Office applications, accurate data entry and the ability to learn new software and information systems.
- Excellent interpersonal and customer service skills, with the ability to communicate professionally and courteously with hospital staff, patients, visitors and external representatives.
- Clear and effective written and verbal communication skills, including a professional telephone manner.
- Ability to work independently with minimal supervision, use initiative and contribute effectively as part of a team.
- Demonstrated ability to manage competing priorities, solve problems and adapt to changing operational requirements in a busy work environment.
- High level of accuracy and attention to detail, particularly when handling confidential information and maintaining administrative records.
- Demonstrated flexibility, reliability and willingness to work across different areas and rostered shift times, including early morning starts and Saturdays.
- Commitment to ongoing learning, professional development and continuous improvement.
- **Desirable**
- Previous experience working in a hospital, healthcare or clinical administrative environment.
- Knowledge of medical terminology and perioperative services.
- Experience using electronic medical record and patient administration systems, particularly Epic and iPM.
- Experience preparing reports, maintaining administrative records and coordinating operational requests using computer-based systems.

- 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, 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.

Date _____