

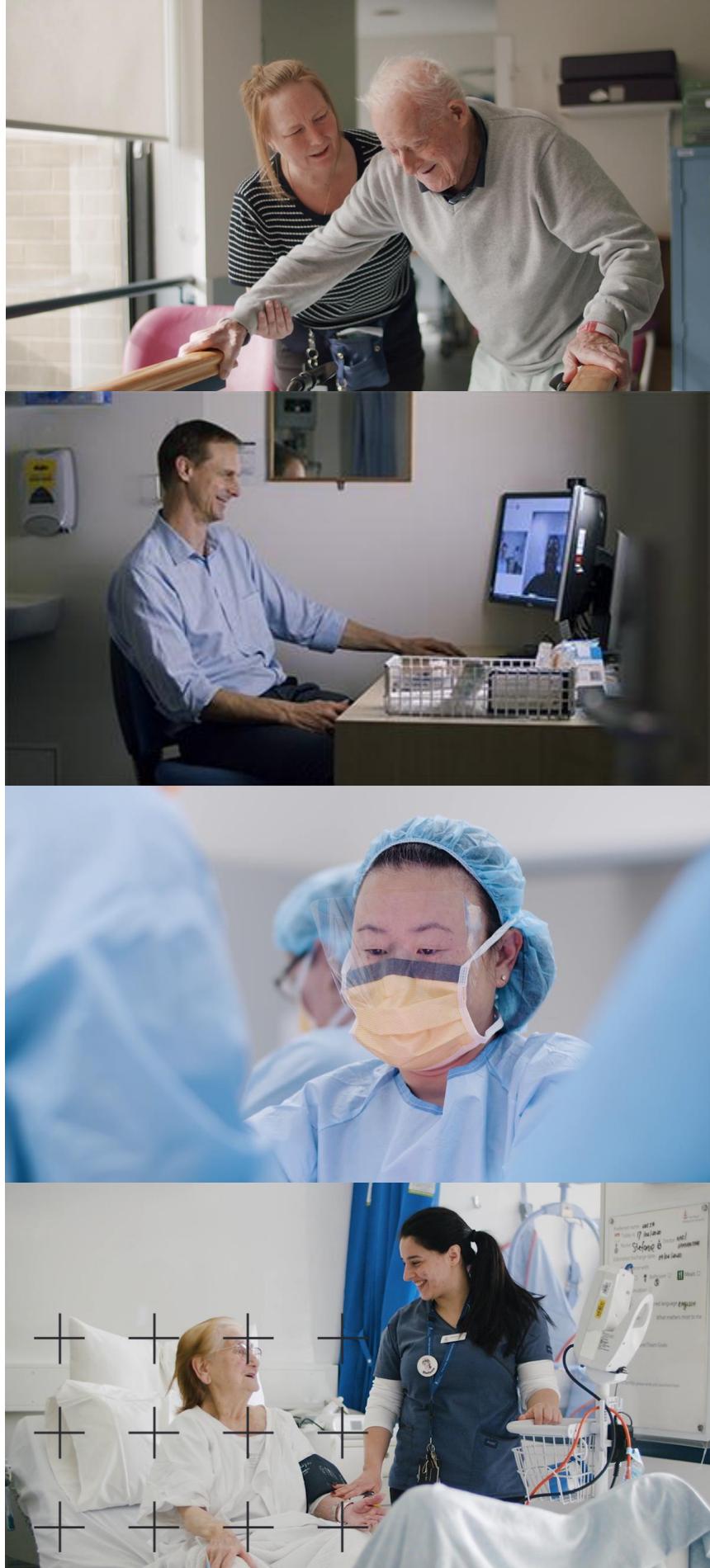


**The Royal
Melbourne
Hospital**

**Advancing
health
for everyone,
everyday.**

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Personal Assistant

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

Position Description

Position Title:	Personal Assistant
Service:	Surgical Services
Location:	The RMH Parkville
Reports To:	Head of Unit - Ophthalmology
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021–2025
Classification:	Grade 2 (HS2 – HS21 depending on experience)
Employment Status:	Permanent Part Time
Immunisation Risk Category:	Category B
Date of Review:	January 2026

POSITION SUMMARY

- Provide high-level administrative and secretarial support to the Ophthalmology Department and the Head of Unit
 - Understand Melbourne Health policy and procedures
 - Interact professionally with a range of people within the department, across Melbourne Health and externally, where appropriate
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KEY ACCOUNTABILITIES

- Assist with the overall coordination of management activities
- Manage diary/calendar & files in both physical and electronic form
- Prepare documents and reports, e.g. letters, memos, presentations
- Prepare, distribute and file agendas and minutes for meetings as required
- Maintain relevant databases
- Screen department telephone calls and emails and respond accordingly
- Manage rosters including on-call for consultants, roster and calendar updates, timesheets, audit recall and overtime claim forms.
- Manage RosterOn Paylock and submission of timesheets on time
- Leave management and leave register maintenance (outpatients, on-call, switchboard)
- Annual recruitment of unaccredited registrar
- Allocate on-call consultant roster with HOU
- Onboard new staff to the department with organisation of ID card, IT access, carpark etc.
- Liaise with operating theatre and outpatient facilities and staff
- Liaise with members of Anaesthetic team and other key stakeholders as required
- Liaise with People and Culture
- Liaise with Paydata and IT
- Prepare and plan annual consultant discussions
- Maintain log of outpatient and operating theatre waitlist for ophthalmology
- Provide occasional personal assistant services to other members of the department where necessary.
- Provide occasional admin coverage within the department where other key support staff are on planned or unplanned leave
- General office duties including:
- Order clinical and non-clinical equipment and resources
- Maintain the budget/financial records for all ophthalmology cost centres
- Create and update recruitment documentation (resumes, position descriptions, interview questions and protocols)
- Organise and facilitate recruitment interviews including documentation, organizing rooms, IT, catering if required
 - Organise functions (booking of venues, catering), arranging travel and accommodation as required
- Manage SuccessFactors requests/processing/variations

KEY RELATIONSHIPS

Internal

- Head of Unit
- Chief Orthoptist
- Ophthalmology Department
- Specialist Outpatient Clinics
- Operating Theatre
- Surgical Services Division

External

- University of Melbourne
- Melbourne Eye Care Clinic
- Australian College of Optometry
- RANZCO
- Department of Health

KEY SELECTION CRITERIA

Formal Qualifications:

- NA

Essential:

- Demonstrated secretarial/administrative assistant experience at a senior level
- Able to develop appropriate systems, procedures, controls, to enhance the accuracy and timeliness of work
- Demonstrated ability to work both independently and co-operatively as part of a team
- High standard of customer service to internal and external stakeholders
- Organisational skills, demonstrated initiative and attention to detail
- Ability to work in a sensitive area requiring a high degree of confidentiality
- Prioritising work and meeting deadlines
- Excellent communication both verbal and written
- Evidence of commitment to ongoing personal and professional development
- Excellent keyboard skills including experience with MS Office, ie: Word, Excel, PowerPoint and Roster On
- Working with children's check (WWCC)

Desirable:

- EPIC Administrative Training
- Past Experience in Secretarial/PA role within a health care setting

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

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
