The Royal Melbourne Hospital
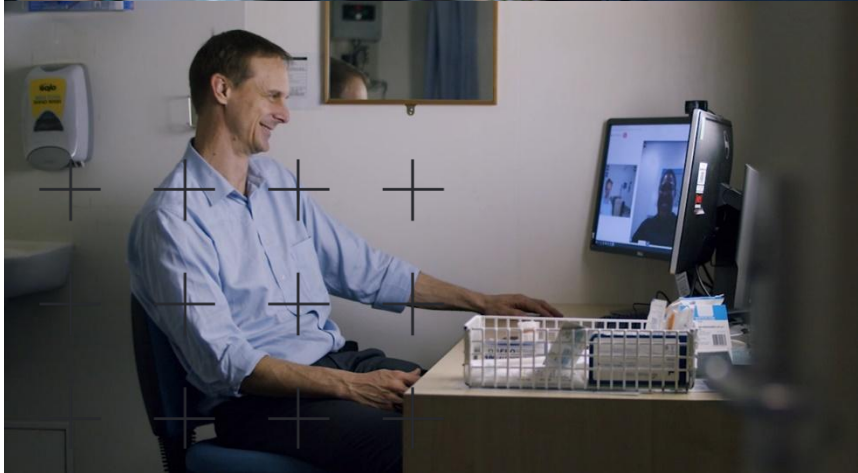

Advancing health for everyone, everyday.

Could this be you?

Join The Royal Melbourne Hospital Team

Position Description

Trauma PA & Administrative 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:

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:	Trauma PA & Administrative Assistant
Service:	Department of General Surgical Specialties & Trauma Service, Surgical Services
Location:	RMH Parkville Campus
Reports To:	Administration Coordinator, Department of General Surgical Specialties & Trauma Service
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021–2025
Classification:	Grade 3 (HS3 -HS25 depending on experience)
Employment Status:	Ongoing
Immunisation Risk Category:	Category C
Date of Review:	December 2025

POSITION SUMMARY

The Royal Melbourne Hospital is one of Australia's largest tertiary public health services, as well as one of three major Victorian trauma services. The Department of General Surgical Specialties & Trauma Service is the largest combined surgical department at the hospital and employees over 100 medical staff across six subspecialty units:

- Hepatobiliary & Upper Gastro-Intestinal Surgery unit (HPB/UGI)
- Colorectal Surgery Unit (CRS)
- Nephrology Surgery Unit (NEPS)
- Breast Oncology & Endocrine Surgery Unit (BOE)
- Emergency General Surgery (EGS)
- RMH Trauma Service

The Royal Melbourne Hospital (RMH) Trauma Service is one of Australia's busiest trauma services. It is one of major trauma services and is a key component of the Victorian State Trauma System, providing expert care for the state's most critically injured patients. Our multidisciplinary team includes specialist trauma surgeons, clinical nurse consultants and allied health professionals. We manage patients injured via a variety of mechanisms of injury including road trauma, falls and assaults.

Established in 1999, we are a designated Level one Major Trauma Service, by both the department of health and human service and by the Royal Australasian College of Surgeons (2008 and 2019).

The Trauma Administrative Assistant will work under the supervision of the General Surgical Specialties Administration Coordinator to provide comprehensive administrative support to the RMH Trauma Service. This

position will also act as personal assistant to support to the Director of Trauma and Trauma Program Manager alongside a team of trauma surgeons, trauma nurses, and trauma registry staff.

This dynamic and rewarding position will require experience working in a healthcare setting with a large, multidisciplinary team. The position is 1.0 EFT full-time, working Monday-Friday business hours with capacity for flexible work arrangements. Consideration will be given to suitable applicants seeking a part-time or flexible work agreement subject to operational requirements.

KEY ACCOUNTABILITIES

- Work under the supervision of the Administration Coordinator to provide comprehensive administrative support to the Department of General Surgical Specialties & Trauma Service.
- Provide executive-level personal assistance and administrative support to the Director of Trauma and Trauma Program Manager.
- Coordinate diaries, meetings, and communications for the Trauma Service as a whole.
- Act as the first point of contact for internal and external enquiries to the Trauma Service, including reception duties.
- Support and contribute to the organisation of in-house education sessions and short courses including all related administrative duties.
- Assist with development of research application documents and submissions.
- Assist with design, proofing and publishing of trauma guidelines on the RMH intranet.
- Manage the Trauma Service's RMH intranet and internet website content.
- Support the overall operational coordination and monitoring of service delivery.

- Support the regular activities of the department during planned leave of the Administration Coordinator as required.
- Coordinate attendance and communications for elective medical students undertaking placement with the Trauma Service
- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- 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

KEY RELATIONSHIPS

Internal

- Administration Coordinator, General Surgical Specialties & Trauma Service
- Head and Deputy Head of RMH Trauma Service
- Trauma Program Manager
- Head of Department, General Surgical Specialties
- Trauma Service medical, nursing and registry staff
- Department of General Surgical Specialties medical staff

External

- Victorian Transport Accident Commission (TAC)
- University of Melbourne Medical School

KEY SELECTION CRITERIA

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Strong communication and interpersonal abilities.
- Ability to work with minimal supervision while supporting a dynamic multidisciplinary team.
- Professional presentation, reception, and customer service skills.
- Demonstrated relevant administrative experience and ability to work in a confidential setting.
- Demonstrated organisational skills, initiative, and attention to detail.
- Ability to set and work within timeframes to meet deadlines, and to prioritise workloads appropriately.
- Ability to escalate concerns as required and speak up.
- Ability to liaise with staff and business contacts at all levels across a large public health service.
- Ability to work both independently and cooperatively as part of a team.
- Demonstrated use of or ability to rapidly learn software packages, e.g. Microsoft Office Suite, Zoom, Webex, RosterOn, EMR, Trello, etc.
- Experience with scheduling and diary calendar management.
- Able to have some flexibility in hours during event management (i.e., after-hours courses)

Desirable:

- Comprehension of medical terminology.
- Demonstrated experience in healthcare administration or research.
- Previous experience as an administrative or personal assistant.

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
- Provide a service free of complaints from stakeholders (internal and external)
- Maintain up to date and accurate service-related knowledge, research, and project tracking systems or databases
- Ensure the smooth coordination of various outreach, education, training and staff forum events
- Maintain up to date information technology skills

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.

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Employee Signature

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Employee Name (please print)

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Date

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