



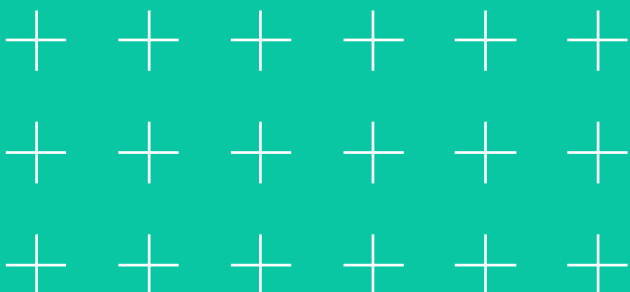
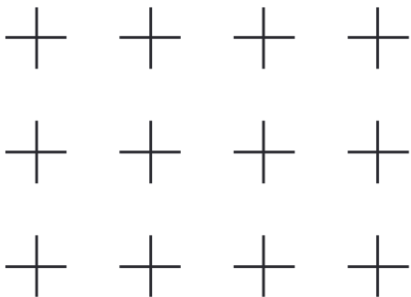
The Royal
Melbourne
Hospital

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Advancing
health
for everyone,
everyday.

Could this be you?

Join The Royal
Melbourne
Hospital Team



Position Description

Administration Officer

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**

collating data for team KPIs, auditing, support to manager with rostering systems and the recruitment process and general support to staff regarding local IT issues.

The Administrative Officer will deliver a professional and caring customer-focused service, often as the first point of contact and communication for clinical, medical and ancillary staff, hospital departments, patients, their families/carers and visitors, involving face-to-face contact as well as contact via emails and telephone. The position will be integral to the overall functioning and delivery of mental health and wellbeing services to young people and their families and carers.

Ongoing commitment to improve service accessibility has seen the development of new sites, including the Sunshine Service, based within the Youth Hub and collocated with headspace, as well as satellite clinics in Wyndham and Melton. This role may be located at, and provide administrative support at a variety of OSP campuses, including: Parkville, Sunshine, Footscray, Wyndham or other campuses yet to be developed. The role may include rotation across teams / campuses.

KEY ACCOUNTABILITIES

- Provide professional and caring customer-focused service via servicing the reception area and the switchboard
- Manage administration tasks, data entry, handling petty cash, procurement and fleet management
- Ensure approved databases are accurate and required data is entered accurately and in a timely manner
- Provide medical record support including compilation of files, scanning of files, updating of electronic records, in accordance with organisational guidelines, policies and procedures
- Assist with preparation and running of Mental Health Review Board (Tribunal) Hearings, including liaising with all necessary internal
- Use the state-wide mental health, hospital and local information management systems efficiently and appropriately (CMI, iPM, Epic)
- Assist in ensuring all legal documentation is complete and accurate and forwarded when necessary to the appropriate coordinator within the area mental health service
- Participation in formal performance and annual discussion review processes
- Operate within the legal frameworks e.g. Mental Health Act and Privacy Act
- Comply with OSP confidentiality requirements
- Work co-operatively with other administration/reception staff – including relieving staff on breaks or leave
- Order and maintain stationery and staff room supplies as necessary
- Respond promptly and calmly to emergency situations by complying with current policy and procedures including requirements documented in the local Emergency Management Plan
- Speak up for safety, our values and wellbeing.
- Make 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.
- Seek feedback on your work including participation in annual performance discussion.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.

KEY RELATIONSHIPS

Internal

External

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- Orygen @ HOME Coordinator
 - Orygen @ HOME Team Leader
 - OSP Admin Manager
 - Orygen Lived Experience staff
 - Sub-programs, including Early Psychosis (EPPIC and PACE), and HYPE Clinical Streams, Psychosocial program, Youth Access Team, and Inpatient Unit
 - Key Agencies
 - Community Groups
 - Youth, Family and other support services
 - Drug and Alcohol Services
 - Education Services and Vocational Programs
 - Youth Justice and Primary Care Providers
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KEY SELECTION CRITERIA

Essential:

- Demonstrated clerical experience and administrative skills, with demonstrated ability to prioritise, manage and respond flexibly to a variety of tasks, and meet deadlines
- Excellent customer service skills, concise written and verbal communication skills, including professional telephone manner
- Demonstrable computer skills with all Microsoft programs, and ability to learn other computer database programs
- Demonstrated understanding of confidentiality in managing data and information
- Demonstrated team player with an ability to work as a team member in a multidisciplinary environment, including capacity to respond to staff shortages at any OSP campuses
- Knowledge of medical terminology
- Competent application of the Microsoft Office Suite package
- Willingness to work across multiple sites if required
- A Working with Children check
- Melbourne Health will organise a Police Check prior to commencement of employment.
- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.

Desirable:

- TAFE accredited clerical training certificate
 - Previous administration experience in a mental health service
 - Experience using the Victorian mental health state wide information system, such as Epic, iPM, CMI and/or RAPID
 - A current Victorian driver's licence
 - Ability to speak a second language relevant to the local community
 - May be required to perform other duties as directed.
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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
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- 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, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
 - Are an equal opportunity employer, committed to providing a work environment free of harassment and discrimination. We promote diversity and inclusion in the workplace.
 - 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.
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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.

Employee Signature

Employee Name (please print)

/ /

Date
