

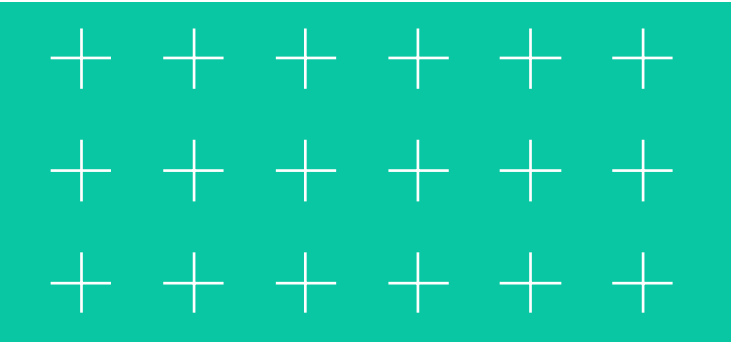


**The Royal
Melbourne
Hospital**

Advancing health for everyone, every day.

Could this be you?

**Join the Royal
Melbourne
Hospital team**



Position Description

Allied Health Administration



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**



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- Meeting preparation including scheduling, agendas, correspondence and minute-taking where required
 - Coordination of events and management of discreet projects in collaboration with AH management
 - Production of accurate documents, presentations and reports
 - Management of the Allied Health electronic filing system
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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.
 - Provision of high level, confidential support to the Chief Allied Health Officer whilst displaying the ability to work autonomously
 - Management of the incoming and outgoing correspondence and meeting schedule of the Chief Allied Health Officer
 - Preparation of meeting agendas, correspondence, scheduling and minute-taking where required
 - Coordination of events and management of discreet projects in collaboration with AH management
 - Production of accurate documents, presentations and reports using Microsoft Office applications
 - Management and further development of the Allied Health electronic filing system
 - Knowledge of current functions and personnel in other departments within Melbourne Health, maintaining an accurate contact record
 - Coordination of Allied Health Consumer Representatives for department interviews
 - Management of contracts with outside stakeholders
 - Provision of high level customer service to internal and external stakeholders via telephone, email and in person
 - Provision of additional support to Allied Health Managers through various tasks and projects as required
 - Professional and discreet handling of telephone calls, determining appropriate follow up for each case
 - Support the completion of risk management activities
 - Support a psychologically safe work environment where everyone feels safe to speak up.
 - Monitor relevant Allied Health KPIs and targets.
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KEY RELATIONSHIPS

Internal

- Allied Health Clinicians
- Allied Health Managers
- Allied Health Administration Team
- RMH Managers
- RMH Executive Assistants
- MH Clinical Directors

External

- Department of Health and Human Services
- Universities
- Community Services
- Consumer Representatives/volunteers

KEY SELECTION CRITERIA

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Highly developed organisational and administrative skills with a demonstrated ability to meet deadlines, prioritise workloads, ensure timely delivery of services and the completion of projects
- Excellent IT skills, comprehensive experience in Microsoft Office programmes including, Outlook, Word, Excel and PowerPoint
- Demonstrated use of initiative, time-management and problem-solving skills to achieve objectives
- Excellent verbal and written communication skills
- Demonstrated ability to work both autonomously and collaboratively within a large multidisciplinary team
- Sound judgement and an ability to recognise and respond appropriately to issues and situations requiring confidentiality or professional discretion

Desirable:

- Prior professional administrative and/or project management experience
- Competency and experience in event coordination and management
- An understanding of the processes, structures and functions of a large Public Health Organisation
- Tertiary qualification

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
 - Provision of high level, confidential support to the Chief Allied Health Officer
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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.

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
