



# Position Description

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<b>Title</b>	Neonatal Administration Officer
<b>Department</b>	Neonatal Services
<b>Classification</b>	AO21 – AO25
<b>Agreement</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 -2025
<b>Responsible to</b>	Nurse Unit Managers

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## The Royal Women's Hospital

The Royal Women's Hospital (the Women's) has provided health services to women and newborn babies in Victoria since 1856 and is now Australia's largest specialist women's hospital. The Women's is recognised as a leader in its field, with expertise in maternity services and the care of newborn babies, gynaecology, assisted reproduction, women's health and cancer services.

## The Women's Vision and Values

The Women's believes that health equity for all women is more than a vision; it is the essence of who we are and what we do encompassing our values, role and purpose.

The Women's Vision is: *Creating healthier futures for women and babies.*

Our values are: *Courage, Passion, Discovery and Respect.*

## The Women's Declaration

The Women's Declaration reflects the principles and philosophies so fundamental to the hospital that they are the foundation on which rests everything we do. This is a declaration of the Women's role, function, purpose and promise:

**We are committed to the social model of health**  
**We care for women from all walks of life**  
**We recognise that sex and gender affect health and healthcare**  
**We are a voice for women's health**  
**We seek to achieve health equity**

## Strategic Directions

The Women's Strategic Plan 2022 - 2025 contains four strategic priorities and fourteen initiatives of strategic focus, to achieve our vision of *Creating healthier futures for women and babies.*

The Women's four strategic priorities are:

1. We provide leading care for women and newborns
2. We partner to create exceptional experiences every day
3. We are the best place to work, learn and contribute
4. We lead and partner to influence change

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## Department/Unit Specific Overview

Intensive and Special care is a tertiary level nursery where specialist care is provided to approximately 1400 premature and medically very sick babies per year (695 Intensive Care). The unit also has a key role in providing education and training for local, national and international health professionals and has an extensive research program that included long term care follow up. The Women's neonatal unit has been designed as one unit with both Intensive and SCN nursery pods; with a total of 59 cots. The NISC model of care is underpinned by several principles which were developed to improve consistency and continuity of care and the engagement of families.

## Position Purpose

To deliver comprehensive administrative support to neonatal services, ensuring the smooth and efficient operation of daily activities. This includes assisting nursing management with calendar scheduling, organising meetings and handling general clerical tasks to maintain seamless function within the neonatal services.

## Responsibilities & Major Activities

### Clerical Operations

- **Diary Management:** Maintain and coordinate the daily schedules of the NICU management team (Nursing, Medical and Education) ensuring efficient time management and prioritisation of tasks, including booking rooms and managing room availability.
- **Meeting Coordination:** Organise and schedule department meetings, including booking venues, arranging times and dates and ensuring all necessary materials are prepared as requested by the NICU management team.
- **Agenda and Minutes:** Prepare and distribute meeting agenda, record accurate minutes and ensure timely follow-up on action items.
- **Administrative Support:** Manage and organise additional paperwork related to meetings policies and department documentation as required.
- **Administrative Duties:** Provide general administration support to the NICU Management Team, including typing, correspondence, data entry and general office tasks to ensure smooth departmental operations.
- **Mail Management:** Oversee the distribution of departmental mail ensuring timely and accurate handling of correspondence, including the management of department emails distribution lists.
- **Process Improvement:** Identify and support opportunities for ongoing improvement and streamlining of clerical and administrative processes to enhance efficiency and accuracy of services.
- **Procurement and Supplies:** Oversee the procurement of parts, supplies and stationary for neonatal services, ensuring adequate stock levels are maintained to support departmental needs.
- **Documentation and Filing:** Maintain and update procedural documentation, including the department manual and performance verification forms, ensuring all records are accurate, up to date and easily accessible. Manage office filing systems to ensure efficient document storage and retrieval.
- **Data Entry:** Accurately input and maintain data in appropriate databases, including entering AIR (Australian Immunisation Register) data into PRODA, ensuring compliance with relevant data management protocols.

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## Human Resources' Management - Neonatal Services

- Providing administrative support for recruitment processes
- Coordinating interview schedules with panel members
- Overseeing recruitment documentation compilation for recruitment (resumes, cover letters, interview questions)

## Quality Improvement

- Engage in service improvement and development activities
- Contribute to continuous quality improvement in administrative duties/ services

## Additional Responsibilities:

- Participate in projects assigned by NUMs (Nursing Unit Managers) and Clinical Directors
- Prepare reports as requested by NUMs
- Provide backfill support for:
  - Newborn Follow-up Clinical during scheduled and unscheduled leave.
  - Neonatal Ward Clerk on a needs basis
- Utilise the Women's electronic medical record (EMR) systems as required.

## Key Performance Indicators

Key performance measures are how you will be measured as meeting the responsibilities of the position listed above. These will be set with you as part of your Performance Development plan within the first six months of your appointment to the position.

## Performance measure fort his role include:

- **Diary Management:** Ensuring all NICU Management Team diaries are all updated and maintained
- **Prioritisation & Flexibility:** Balancing competing priorities while maintaining a professional demeanor and flexible approach.
- **Efficient Organisation:** Meetings, appointments and actions are schedules and completed on time.
- **Audits & Reports:** Ensuring timely accurate presentation of reports when required.
- **Attention to Detail:** High Level of accuracy in tasks and documentation.

## Key Selection Criteria

### Essential Criteria:

#### Administration Qualification/ Equivalent Experience:

- A formal qualification in business administration or equivalent work experience in administrative or customer service role.

#### Ability to Perform Administrative and Customer Service Tasks in High Volume, Complex Environment:

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- Proven experience in managing high-volume administrative tasks while maintaining a high level of accuracy and customer service. Ability to priorities, manage deadlines and thrive in a dynamic, fast paced environment.

#### **High level of Computer Literacy:**

- Strong Proficiency in Microsoft Office Suite, WebEx, Microsoft Teams, Outlook and other relevant databases and software. Comfortable working and adapting to new technologies. Experience with troubleshooting basic IT issues is also beneficial.

#### **Desirable Criteria**

- Previous Experience with IT Systems – Experience with Electronic Medical Record (EMR) and iPM is highly desirable

#### **Attributes**

- **Dedicated:** Demonstrates commitment to the role by consistently performing tasks with a high level of accuracy and reliability
- **Multi-tasking:** Ability to effectively management multiple task simultaneously without compromising quality or attentions to detail.
- **Adaptability:** Flexibility in adjusting to changing workloads and priorities in a dynamic work environment.
- **Effective Communication:** Clear and concise communication skills, both written and verbal, to interact professionally with a range of stakeholders.
- **Problem-Solving:** Strong analytical and troubleshooting skills to resolve administrative challenges in a timely manner
- **Attention to Detail:** A keen eye for detail to ensure accuracy in all aspects of work, especially when managing high volumes of data and documentation.

#### **Organisational Relationships**

##### **Internal relationships**

- Clinical Directors (Medical and Nursing)
- Nurse Unit Mangers
- ANUMs
- People, Culture and Wellbeing
- Neonatal Services Clerical and Administrative Staff
- Neonatal Services Nursing Staff
- Neonatal Services Medical Staff
- External relationships

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## Inherent Requirements

There are a number of critical work demands (inherent requirements) that are generic across all positions at the Women's. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Occupational Health and Safety.

<b>Physical Demands</b>	<b>Frequency</b>
<b>Shift work</b> – rotation of shifts – day, afternoon and night	NA
<b>Sitting</b> – remaining in a seated position to complete tasks	Frequent
<b>Standing</b> - remaining standing without moving about to perform tasks	Occasional
<b>Walking</b> – floor type even, vinyl, carpet,	Occasional
<b>Lean forward / forward flexion from waist</b> to complete tasks	Rare
<b>Trunk twisting</b> – turning from the waist to complete tasks	Rare
<b>Kneeling</b> – remaining in a kneeling position to complete tasks	Rare
<b>Squatting / crouching</b> – adopting these postures to complete tasks	Rare
<b>Leg / foot movement</b> to operate equipment	Rare
<b>Climbing stairs / ladders</b> – ascending and descending stairs, ladders, steps	Rare
<b>Lifting / carrying</b> – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5–10 kilos	NA
– Heavy lifting and carrying – 10–20 kilos.	NA
<b>Push/Pull of equipment/furniture</b> – light push/pull forces less than 10 kg	Occasional
– moderate push / pull forces 10–20 kg	NA
– heavy push / pull forces over 20 kg	NA
<b>Reaching</b> – arm fully extended forward or raised above shoulder	Rare
<b>Head / Neck Postures</b> – holding head in a position other than neutral (facing forward)	Rare
<b>Sequential repetitive actions in short period of time</b>	
– Repetitive flexion and extension of hands wrists and arms	Frequent
– Gripping, holding, twisting, clasping with fingers / hands	Frequent
<b>Driving</b> – operating any motor-powered vehicle with a valid Victorian driver's license.	NA
<b>Sensory demands</b>	<b>Frequency</b>
<b>Sight</b> – use of sight is integral to most tasks completed each shift	Constant
<b>Hearing</b> – use of hearing is an integral part of work performance	Constant
<b>Touch</b> – use of touch is integral to most tasks completed each shift.	Constant
<b>Psychosocial demands</b>	<b>Frequency</b>
<b>Observation skills</b> – assessing / reviewing patients in /outpatients	Rare
<b>Problem Solving</b> issues associated with clinical and non-clinical care	Occasional
<b>Attention to Detail</b>	Frequent
<b>Working with distressed people and families</b>	Rare
<b>Dealing with aggressive and uncooperative people</b>	Rare
<b>Dealing with unpredictable behaviour</b>	Rare
<b>Exposure to distressing situations</b>	Rare
<b>Definitions used to quantify frequency of tasks / demands as above</b>	
<b>Prolonged / Constant</b>	70–100 % of time in the position
<b>Frequent</b>	31–69 % of time in the position
<b>Occasional</b>	16–30% of time in the position
<b>Rare</b>	0–15% of time in the position
<b>Not Applicable</b>	

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## Employee Responsibilities and Accountabilities

- Be aware of and work in accordance with Hospital policies and procedures, including:
  - Code of Conduct
  - Confidentiality
  - Data Accountability Framework
  - Infection Control
  - Occupational Health and Safety
  - Patient Safety
  - Performance Development Management
  - Respectful Workplace Behaviours
  - Risk Management
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Our vision is a future free from violence in which healthy, respectful relationships are the norm. The Women's expect all staff to contribute to a culture that promotes gender equity, respect and a safe working environment.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to Victorian women.
- Data integrity is an essential element of clinical and corporate governance and a key performance indicator for the Women's. The management of data influences and directly affects patient care, patient decisions, and ultimately the quality and reputation of our service delivery.

As a consequence all staff are responsible and accountable to ensure that (within their area of work):

- Data recording and reporting, (including RWH external reporting ) is timely, accurate (ie error free) and fit for purpose
- Data management system policies and control processes are complied with on all occasions
- Where data issues and/or problems become apparent these matters are immediately referred and reported to supervisors/managers.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for the Royal Women's Hospital to undertake a national Police check
- The Women's expects staff to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
- Contributes to a positive and supportive learning culture and environment for health professional students and learners at all levels

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## Staff Vaccination Requirements

### COVID 19 Vaccination

Provide evidence that they have received a full COVID-19 Vaccination or provide evidence from a medical practitioner certifying that an exception applies related to a contraindication to the administration of the COVID-19 vaccination. This includes employees in all roles at the Women's Hospital. This requirement is in line with Directions issued by the Secretary pursuant to sections 42(1)(ca) and (h) of the *Health Services Act 1988* (Vic).

### Influenza Vaccination

In line with the Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Act 2020, some health care workers are now required to have their flu vaccination to work in health care. Evidence of vaccination is required.

As this role fits into category A or B of the departments risk ratings, applicants will be required to have been vaccinated against influenza. Evidence of vaccination is required.

### Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct

### Declaration

**I have read, understood and agree to abide by responsibilities and accountabilities outlined in this position description.**

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**Developed Date:** February 2025

**Developed by:** Nurse Unit Manager

**Date of next Review:** February 2026

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