

Position Description

Position title:	VPAS Administration and Data Officer
Department:	Victorian Perinatal Autopsy Service (VPAS)
Classification:	Administrative Officer (AO31-AO35)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian public sector) (single interest employers) Enterprise Agreement 2021-2025
Reporting to:	VPAS Manager

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **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**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About the department/unit

The Victorian Perinatal Autopsy Service (VPAS) is a collaboration between The Royal Women's Hospital (Lead service), Monash Medical Centre and Mercy Hospital for Women (and their associated laboratory services) that provides perinatal autopsies for Victoria.

The VPAS coordination team are based at The Women's and are responsible for

- The coordination of autopsies for babies born in the state of Victoria, who require an autopsy. This includes the coordination with clinical teams, transport providers and laboratories.
- Care of families who have decided to have an autopsy for their baby.
- The provision of the perinatal autopsy within one of our laboratory services
- The governance and operational management of the service, ensuring consistent standards of practice and expertise for the clinical investigations of perinatal deaths

Position purpose

The VPAS Administration and Data Officer is responsible for providing comprehensive administration and research assistant support to the VPAS team. The role will involve a number of diverse and interesting opportunities including maintaining our new database, participating in various research activities, supporting and coordinating team administration including maintenance and improvements of files, archives and document registers. Administration duties including data entry, processing of invoices, recording minutes and preparing meeting papers. Calendar and meeting arrangements for the Manager and Medical Lead. The role will also include some Autopsy referral support including answering the phone, assisting with collating clinical files and arranging transportation as directed by the team.

Key responsibilities

Professional practice

- Assist in the ongoing development and maintenance of the VPAS database using Microsoft (Sharepoint and related applications such as excel, powerapps, Microsoft list and PowerBI etc.)
- Maintain and support OneNote, Loop or Teams structures for work within the VPAS service
- Enter data into the VPAS Database/Management system and export data into Excel or other data analysis programs. Ensuring data is usable in a range of ways (clinical referral report/data analysis etc)
- Produce data and reports for various meetings using pivot charts and other programs such as excel and power BI.
- Record data from referrals, reports and spreadsheets into the VPAS database and ensure data is clean before reports are created.
- Maintain organized file records, ensuring appropriate archival procedures are in place and performed in the appropriate time frames.
- Assist as needed in the referral for autopsy process using phone, email and MS Teams based communications and external programs for our transport provider.
- Develop and maintain an administrative operational manual for the running of VPAS in consultation with the Service Manager.
- Maintain and improve the filing structure and process to ensure that files are organized, searchable and archived in appropriate time frames.
- Enter invoices and check for accuracy before commencing approval
- Track invoices in the system to ensure approvals are obtained and finalized
- Ensure filing of invoices is maintained, searchable and appropriately archived.

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- Assist Service Manager with arranging VPAS meetings in a timely fashion with diverse groups of stakeholders, including with the use of scheduling polls like MS Scheduling poll or Doodle Polls.
- Assist the manager with tasks related to the VPAS Redesign evaluation including emailing invitations and other administrative tasks related to research (filing, archiving, emailing etc)
- Assist the manager with tasks related to rostering and timesheets.
- Complete the documents including but not limited to minutes, actions and agendas and provide support to VPAS team in ensuring that all documents are prepared in a timely manner for meetings and committees.
- Assist in the registration and management of educational attendances with Eventbrite and Teams.
- Participate in own professional development activities, striving for improvement and satisfaction in the role. Maintain mandatory competencies at agreed organisational frequency.
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Promote and participate in evaluation and continuous improvement processes.
- Other tasks as directed by the Manager or Medical Lead of VPAS.

Communication and teamwork

- Communicate referral-based information in a timely and effective manner to the Perinatal Autopsy Coordinator/ Service Manager/Lead.
- Maintain a warm, professional and collaborative approach with VPAS team members, clinical referrers, VPAS laboratory staff, mortuary transport providers and bereaved families.
- Participate in team clinical supervision and other activities to support both yourself and the team working in this space.
- Give and receive feedback in a respectful and professional manner

Competencies/Skills (Operational/Technical roles)

- Initiate action and work independently, seeking assistance as appropriate.
- Demonstrate high level organisation and time management skills.
- Demonstrate basic project management skills.
- Competency using soft phone systems with multiple lines.
- Ability to appropriately manage periods of peak work demand and ensuring own self-care is managed during these times.
- Competency in self-management of own emotions and responses given the context of the work may involve exposure to distressing situations and conversations.

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

- Certificate III (or higher) in Business Administration (preferred), and/or minimum of three-years' full time relevant administrative experience.

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Essential:

- Demonstrated experience working in a clinically challenging space such as perinatal loss, bereavement care or other challenging clinical contexts.
- Demonstrate Advanced computer literacy and experience in database maintenance, patient case management computer programs, Microsoft Office 365 programs especially Excel, Sharepoint, Teams, OneNote and related applications like PowerBI and Powerapps
- Demonstrated ability to organise complex files structures and maintain document control of changing procedures.
- Demonstrated ability in the areas of teamwork, independent problem-solving, and communication.
- Demonstrated experience with coordination of preparing and processing invoicing, purchase requisitions and maintaining records in relation to these.
- Demonstrated experience with timesheet management
- Demonstrated experience in diary management, coordinating arrangements for meetings and document preparation.
- Demonstrated performance excellence in multiple modes of customer service interaction ie) telephone style, email and online chat communication
- Demonstrated exceptional performance working collaboratively and individually.
- Experience building and maintaining cloud based data systems

Desirable Criteria

- Ability to support stressed individuals and de-escalate episodes of concerning behaviour from others (within reason).
- Experience in project management/support.
- Demonstrated experience in health services (ideally women and newborns) and understanding of health contexts.
- Familiarity with pathology services, laboratory systems and/or clinical bereavement work.
- Experience with laboratory or ward-based clinical care of bereaved families.
- Experience with performing audits of records.
- Experience in writing operational manuals.

Attributes

- Curious, Positive, “can do” and flexible approach to undertaking work and balance competing priorities.
- Time management and prioritising urgent appointments and workload.
- Professional demeanor and problem-solving skills.

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- Consistently demonstrate high-quality customer service to all stakeholders
- Willingness to further develop professional and administrative skills, as required.
- Work independently and as part of the team.
- Embodies the Women's values of courage, passion, discovery, and respect.

Organisational relationships

Internal relationships

- VPAS staff
- VPAS Service Manager and Medical Lead
- Director – Allied Health and Clinical Support Services
- All clinical staff and students
- All non-clinical staff
- Families

External relationships

- Other healthcare providers, external referrers, transport providers
- Department of Health, SaferCare
- Royal Children's Hospital, Monash Medical Centre, Mercy Hospital for women and their associated laboratory services.
- Laboratory services at RCH, Austin, Monash and VIFM

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	NA
Sitting – remaining in a seated position to complete tasks	Prolonged/Constant
Standing – remaining standing without moving about to perform tasks	Frequent
Walking – floor type even, vinyl, carpet,	Frequent
Lean forward/forward flexion from waist to complete tasks	Occasional
Trunk twisting – turning from the waist to complete tasks	Occasional
Kneeling – remaining in a kneeling position to complete tasks	Occasional
Squatting/crouching – adopting these postures to complete tasks	Occasional
Leg/foot movement to operate equipment	NA
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Occasional
Lifting/carrying – light lifting and carrying less than 5 kilos	Occasional

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– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	NA
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Occasional
– moderate push / pull forces 10 – 20 kg	Rare
– heavy push / pull forces over 20 kg	Rare
Reaching – arm fully extended forward or raised above shoulder	Occasional
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Frequent
– Gripping, holding, twisting, clasping with fingers/hands	Occasional
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	NA
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/Constant
Hearing – use of hearing is an integral part of work performance	Prolonged/Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged/Constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	NA
Problem solving issues associated with clinical and non-clinical care	Frequent
Attention to Detail	Prolonged and Constant
Working with distressed people and families	Occasional
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Occasional

Definitions used to quantify frequency of tasks/demands as above

Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

Vaccination requirements

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As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: 24/09/25

Developed by: Nicole vander Linden

Date of next review: Sep 2026

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