Position Description

Position title:	Administrative Office
Department:	Pregnancy Day Care and Maternal Fetal Medicine Teams
Classification:	Admin Officer Grade 1 - Grade 2 (AO10 – AO25)
Agreement:	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021 - 2025
Reporting to:	Midwifery Unit Manager – Perinatal

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:



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.

About the department/unit

Pregnancy Day Care (PDC) and Maternal Fetal Medicine (MFM) form part of the Women's tertiary maternity services. PDC provides planned and unscheduled outpatient assessment, monitoring and treatment for women requiring additional pregnancy care. The MFM service provides specialist multidisciplinary care for women with complex or high risk pregnancies and includes specialist clinics and pathways such as the Recurrent Miscarriage Clinic (RMC) and Pregnancy Management Clinic (PMC).

This position is part of a job-share arrangement and works Thursdays and Fridays, providing administrative and reception support across PDC and MFM clinics. The role works closely with administrative, midwifery, medical and allied health staff to support coordinated, timely and respectful patient care.

Position purpose

The Administrative Officer provides customer service, reception and administrative support to Pregnancy Day Care and Maternal Fetal Medicine clinics. As part of a job-share arrangement, the role works Thursdays and Fridays and supports continuity of administrative functions across the service. Specifically, they will:

- Provide friendly, welcoming and compassionate customer service to patients and their families, including people attending complex pregnancy and pregnancy loss services
- Deliver accurate and timely data entry, appointment administration, word processing and general clerical support
- Support efficient and effective PDC and MFM clinic operations through accurate booking, registration, communication and administrative processes

Key responsibilities

Professional practice

- Booking, scheduling, rescheduling and registration of patients across PDC and MFM clinics, including RMC and PMC, in accordance with service processes and access requirements
- Facilitating real-time patient movement and clinic workflow using iPM and Epic/EMR, ensuring accurate patient information, appointment status and records are maintained
- Undertaking all aspects of reception duties, including patient check-in, answering telephone and in-person enquiries, directing enquiries appropriately and communicating clinic delays
- Providing general administration including document preparation, scanning, filing, photocopying, correspondence and other clerical tasks required to support PDC and MFM services
- Supporting the smooth day-to-day operation of reception and waiting areas, including maintaining a welcoming, organised and safe environment
- Ordering and restocking administrative and clinical support supplies as required
- Providing respectful, sensitive and professional interactions with patients, families and staff, recognising that patients may be experiencing complex, uncertain or distressing pregnancy circumstances

- Maintaining patient privacy and confidentiality at all times and using approved team communication channels and systems
- Completing all relevant mandatory competencies and participating in professional development planning
- Providing flexible administrative support across PDC and MFM according to operational need, and undertaking other duties as required that meet relevant standards and recognised practice

Communication and teamwork

- Working collaboratively with the job share partner and the broader PDC/MFM administrative and clinical teams, ensuring clear handover and continuity of outstanding tasks across the working week
- Contributing to a positive and cohesive workplace culture, communicating issues promptly and resolving matters constructively
- Providing a high level of customer service to patients and families, and responsive administrative support to midwifery, medical, allied health and administrative colleagues
- Communicating respectfully, clearly and empathetically with patients and families from diverse backgrounds, and escalating clinical questions to an appropriate clinician rather than providing clinical advice

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

Essential:

- Previous experience in administrative, reception or clerical duties
- Excellent communication and interpersonal skills, with a strong customer focus
- Computer literacy and ability to learn hospital information systems
- Strong attention to detail and accurate patient identification, data entry and appointment management
- Excellent time management and ability to prioritise competing demands
- The ability to communicate effectively and build rapport with people from diverse cultures and backgrounds
- Embodiment of the Women's values
- A flexible, collaborative approach to work and effective participation in a job-share arrangement

Desirable:

- Working knowledge of iPM and Epic/EMR
- Previous experience in a healthcare, outpatient or maternity setting
- An interest in continuous improvement, privacy, data integrity and sensitive communication

Organisational relationships

Internal relationships

- PDC and MFM multidisciplinary teams, including RMC and PMC
- Perinatal administrative teams, service leadership and other RWH departments and clinics

External relationships

- Patients, families, carers and support people
- External health services, general practitioners and other referring providers

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including 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	N/A
Sitting – remaining in a seated position to complete tasks	Prolonged/constant
Standing- remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward/forward flexion from waist to complete tasks	Occasional
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	N/A
Squatting/crouching – adopting these postures to complete tasks	N/A
Leg/foot movement to operate equipment	N/A
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Occasional
Lifting/carrying – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5 – 10 kilos	N/A
– Heavy lifting and carrying – 10 – 20 kilos.	Never
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	Never
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	Occasional
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers/hands	Occasional
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Never
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	Rare
Problem solving issues associated with clinical and non-clinical care	Frequent
Working with distressed people and families	Frequent
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional
Job demands – high workload, tight deadlines, and competing priorities	Rare/Occasional

Exposure to traumatic or distressing content or situations – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events.	Rare/Occasional
Role specific considerations Support is available for staff exposed to psychological risks. Any adjustments that may be required can be discussed with your manager.	

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.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

Vaccination requirements

As this role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

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: 22/10/2026
Developed by: Jemma Rawlins - Midwifery Unit Manager – Perinatal
Date of next review: October 2027