



the women's
the royal women's hospital
victoria australia

Position Description

Title	Administration Officer
Department	Maternity Services Education Program (MSEP)
Classification	AO33 – Administration Officer Grade 3 Level 3 (AO33)
Agreement	Victorian Public Health Sector (Health and Allied Services Managers and Administrative Workers) Enterprise Agreement 2021 - 2025
Responsible to	Manager MSEP

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

The Maternity Services Education Program (MSEP) is funded by the Department of Health (DOH) under the auspices of the Royal Women's Hospital, Melbourne. The main focus of the program is to provide interdisciplinary clinical education to maternity care clinicians across the state and enhance their knowledge and skill in relation to primary pregnancy care and maternity emergencies. MSEP has maintained a strong interdisciplinary approach to mobile (and virtual/blended program delivery in response to the COVID-19 Pandemic service requirements) and access to high level evidence informed maternity education, particularly for remote and regional clinicians.

MSEP maternity emergency education aligns with the VMIA IBPS focus area 1; Multidisciplinary Maternity Emergency Training and the Safer Care Victoria and Department of Health state-wide strategy for maternity care, providing evidence-based education focused on areas of high clinical risk. The aim of MSEP is to improve quality and safety in maternity and birthing care for women

The MSEP program liaises with the following groups:

- Department of Health (DOH)
- Safer Care Victoria (SCV) Maternity Advisor
- Consultative Council Obstetric and Paediatric Mortality and Morbidity (CCOPMM)
- Paediatric Infant Perinatal Emergency Retrieval (PIPER) Service
- Victorian Aboriginal Community Controlled Health Organisation (VACCHO)
- Koori Maternity Services (KMS)
- Ambulance Victoria
- Clinical Education team at the Women's (TSP program)
- Gandel Simulation Centre (GSS)
- Maternity Connect Program (MCP)
- Victorian Managed Insurance Authority (VMIA)
- School of Nursing and Midwifery La Trobe University
- The PROMPT Foundation in the United Kingdom
- Professional Colleges including:
 - Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG)
 - Royal Australian College of General Practitioners (RACGP)
 - Australian College of Rural and Remote Medicine (ACRRM)
 - Australian College of Midwives (ACM).

Position Purpose

The MSEP Administration Officer provides support to the MSEP team and coordinates systems, and processes related to office coordination and event management for the department's suite of educational programs.

Responsibilities & Major Activities

Administration

- Update, record and maintain effective and efficient office administration systems and procedures.
- Adhere to the Women's governance systems for document branding and version controlling.

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- Maintain daily organisation of MSEP office including in-house meetings, appointments, sorting and prioritisation of incoming correspondence including mail, email, invitations and notices.
- Assist team in answering telephone and email enquiries relating to workshop enquiries and program planning. Provide a reception service for the team.
- Coordination of meeting times, agendas, minutes and training sessions, workshop booking requirements.
- Provide administrative support to the line and program manager, including managing professional calendars.
- Monitor, order and maintain supplies for education program including office and clinical supplies.
- Support MSEP midwifery educators in their use of computer programs and electronic file storage, literature searches relevant to MSEP program.
- Assist with MSEP program monitoring, evaluation and quality improvement processes by collecting, collating and analysing data.
- Administer supportive functions to ensure current legislation is understood and adhered to e.g. OH&S
- Coordinate bookings for the state-wide delivery of MSEP suite of education programs in a timely and efficient manner, ensuring access and equity for all levels of the Maternity Capability Framework services.
- Collate pre and post evaluation survey data for all workshops.
- Arranging accommodation and transport for education programs when required.

Finance

- Assist in the development of quarterly budget reports.
- Compile database and yearly budget for the engagement of external services used to facilitate program delivery.
- Prepare accounts/invoices for services accessing suite of MSEP program deliverables or further resource materials.
- Invoice hospitals and ensure payment has been received 8 weeks following onsite program delivery.
- Process payments for simulated patient actors, GP obstetricians, consultant obstetricians, and other consultants working with MSEP.

Communications

- Maintain MSEP contacts database.
- Proficient use of Microsoft Office applications including Outlook, Word, PowerPoint and Excel to create and format appropriate documentation including reports, correspondence and other written material.
- Assist team with verbal and electronic communication with external contract staff and third parties for workshop bookings, accommodation/travel requirements, training updates and remuneration.
- Assist with orientation and introduction of new staff to the organisation, setting up their work areas, organisation of information system requirements.
- Forward any escalated service issues or complaints in a timely manner to MSEP manager.
- Contribute to the preparation of program reports for internal audiences and external parties such as the DOH.

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- Assist team with promotion and communications of MSEP programs.

Continuing Professional Development (CPD)

- Maintain CPD systems and processes to ensure currency of accreditations.
- Coordination and liaison with relevant professional colleges to process CPD applications for MSEP programs.
- Coordination with internal stakeholders at the Royal Women's Hospital to manage CPD applications for accreditation of RWH internal educational programs.
- Conduct needs analyses that incorporate current evidence-based practice and current report data for the suite of MSEP deliverables and submit to relevant colleges.
- Assist attendees of MSEP programs to claim CPD points and Procedural Grants.

Other responsibilities

- Be aware of and work in accordance with Hospital policies and procedures, including Occupational Health and Safety, Infection Control, Equal Employment Opportunity and Confidentiality.
- Be respectful of the needs of women, visitors and other staff and maintain a professional approach to all interactions.
- Contribute to the development of the service via active participation in team meetings, focus groups and projects.
- Maintain confidentiality at all times.
- Support the team in other administration activities as required.

Expertise/Skills

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.

Key Selection Criteria

Experience/Qualifications/Competencies

- An appropriate qualification in administration or equivalent experience (3-5 years) in an administrative support position.
- Demonstrated experience in an administrative role, experience in office management, communications, CPD and education highly regarded.
- Advanced technical skills including Microsoft Office programs (Word, Excel, PowerPoint, Outlook).
- Excellent written and verbal communication and interpersonal skills.
- Current driver's licence and Working with Children Check.
- Employment at the Women's is subject to a National Police Check clearance.
- Medical terminology or previous experience in health administration will be highly regarded.

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Skills

- Demonstrated effective oral and interpersonal communication skills and ability to write clear and accurate reports.
- Excellent interpersonal communication skills, both written and oral.
- High level of administrative skills and ability to support the team with administrative troubleshooting.
- Capacity to show initiative and judgement when dealing with complex matters.
- Ability to initiate action and work independently.
- Demonstrated problem solving skills.
- Ability to handle confidential and sensitive information in a professional manner.

Attributes

- Embodies the Women's values of courage, passion, discovery and respect.
- "Can do" and flexible approach.
- Well-developed interpersonal skills.
- Excellent organisational skills and the ability to deal efficiently with conflicting priorities and deadlines.
- Ability to prioritise key tasks and deliverables.
- Ability to work autonomously and problem solve.
- Ability to demonstrate a high level of professionalism and work flexibly in diverse cross-cultural environments.
- Strong attention to detail.
- Patience with routine tasks.
- Demonstrates responsiveness.

Organisational Relationships

- 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.

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- Undertake other duties as directed that meet relevant standards and recognised practice.
- 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 (i.e. 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.

Statutory Responsibilities

OHS Act 2004

Freedom of Information Act 1982

The Victorian Public Sector Code of Conduct

Organisational Relationships

This position will report directly to the Manager of MSEP.

Internal Relationships

- Executive Director of Nursing & Midwifery
- MSEP Manager
- Clinical Midwifery Educators
- RWH Executive Office
- RWH Information Technology
- RWH Communications
- RWH Finance and Accounts Payable
- Building Management (Parkville & Carlton Hub)

External Relationships

- Department of Health (DOH)
- Safer Care Victoria (SCV) Maternity Advisor
- Consultative Council Obstetric and Paediatric Mortality and Morbidity (CCOPMM)
- Paediatric Infant Perinatal Emergency Retrieval (PIPER) service Director and staff

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- Victorian Aboriginal Community Controlled Health Organisation (VACCHO) Director and staff
- External contract staff e.g. Obstetric/Medical Facilitators and Simulated Patient Actresses
- Hospital executives and education leads across Victoria
- La Trobe University
- Victorian Managed Insurance Authority (VMIA)
- The PROMPT Foundation UK
- Maternity Connect Program
- Principle Maternal and Child Health Advisor Department of Health
- Professional Colleges:
 - Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG)
 - Royal Australian College of General Practitioners (RACGP)
 - Australian College of Rural and Remote Medicine (ACRRM)
 - Australian College of Midwives
- Ambulance Victoria

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

Physical Demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not Applicable
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	Occasional
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting / crouching – adopting these postures to complete tasks	Rare
Leg / foot movement to operate equipment	Rare
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Frequent
Lifting / carrying – light lifting and carrying less than 5 kilos	Occasional
Moderate lifting and carrying 5- 10 kilos	Rare
Heavy lifting and carrying – 10 – 20 kilos.	Rare
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	Rare

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– Gripping, holding, twisting, clasping with fingers / hands	Rare
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Occasional
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.	Rare
Psychosocial demands	Frequency
Observation skills – assessing / reviewing patients in /outpatients	Not Applicable
Problem Solving issues associated with clinical and non-clinical care	Prolonged / Constant
Attention to Detail	Prolonged / Constant
Working with distressed people and families	Rare
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Occasional

Click here to enter text.[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.
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- Contributes to a positive and supportive learning culture and environment for health professional students and learners at all levels.

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.

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.

Employee Name:

Employee Signature:

Date:

Developed Date: 31 August 2021

Developed by: Manager Maternity Services Education Program (MSEP)

Date of next Review: 12 February 2025

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