

Position Description

Position title:	Maternal Fetal Medicine Teams Administration Officer
Department:	Maternal and Fetal Medicine Teams
Classification:	Admin Officer Grade 2, Transitional Level – Level 5 (AO21 – AO25)
Agreement:	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021 - 2025
Reporting to:	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:



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 Maternal and Fetal Medicine Service provides specialised multidisciplinary care for women experiencing complex or high risk pregnancies. The service incorporates the Maternal Medicine Team, Fetal Medicine Unit, Multiple Pregnancy Clinic and a range of specialist maternity services supporting women with complex medical, obstetric and fetal conditions. Working alongside obstetricians, physicians, midwives, sonographers, social workers and allied health professionals, the service delivers coordinated, evidence-based care in a busy tertiary referral centre.

This administration role is an integral member of the multidisciplinary team, supporting the smooth operation of multiple specialist clinics while ensuring women and their families receive a welcoming, efficient and compassionate experience throughout their care journey. This is a dynamic and rewarding position suited to someone who thrives in a fast paced healthcare environment, enjoys working collaboratively and is passionate about supporting high quality maternity care.

The successful applicant will work 0.8 EFT on a rotating Monday to Friday roster, with availability to support specialist clinics on Tuesdays and Thursdays being essential.

Position purpose

The Maternal and Fetal Medicine Teams Administration Support Officer is responsible for providing high quality administrative and customer service support across the Maternal and Fetal Medicine service.

The role supports the daily operations of the:

- Fetal Medicine Unit
- Maternal Medicine Team
- Multiple Pregnancy Clinic
- High Risk Maternity Clinics

The position plays an essential role in coordinating patient appointments, facilitating efficient patient flow and supporting clinicians to deliver timely, safe and patient-centred care.

The successful applicant will demonstrate exceptional organisational skills, flexibility and professionalism while contributing positively to a highly collaborative multidisciplinary team.

Key responsibilities

Professional practice

- Provide administrative support across the Maternal and Fetal Medicine service.
- Coordinate booking, scheduling and registration of patients across multiple specialist clinics.
- Facilitate real-time patient movement using IPM, Karisma and EPIC, ensuring accurate patient records are maintained.
- Support the smooth running of specialist clinics through proactive organisation and coordination.
- Manage clinic preparation, patient documentation and clinician requirements.
- Liaise with internal departments to coordinate investigations, appointments and patient pathways.

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- Provide reception services, welcoming patients and families in a respectful and compassionate manner.
- Respond to telephone and email enquiries professionally and efficiently.
- Assist with all aspects of clerical duties including filing, scanning, photocopying, minute taking and document preparation.
- Maintain clinic supplies and ensure clinical and waiting areas remain organised and presentable.
- Develop and maintain a working knowledge of relevant hospital activity and clinical coding processes to accurately allocate, monitor and reconcile codes supporting service activity and reporting.
- Ensure patient confidentiality and privacy are maintained at all times.
- Complete mandatory education and participate in ongoing professional development.
- Undertake other duties appropriate to the classification as required including assembling audit reports.

Communication and teamwork

- Work collaboratively within a highly functioning multidisciplinary team.
- Build positive working relationships with physicians, obstetricians, midwives, sonographers, social workers, dietitians and other hospital staff.
- Communicate respectfully with women and families experiencing complex pregnancies, demonstrating empathy and professionalism.
- Adapt to changing clinical priorities and varying workloads across specialist clinics.
- Contribute to a positive workplace culture that reflects the Women's values.
- Support continuous improvement initiatives within the service.
- Demonstrate flexibility to provide administrative support across multiple clinic areas when required.

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 an administrative or customer service role.
- Excellent organisational and time management skills with the ability to prioritise competing demands.
- Exceptional communication and interpersonal skills.
- Demonstrated ability to provide high-quality customer service.
- Strong attention to detail and accuracy.
- Excellent computer literacy and data entry skills.
- Ability to work independently while contributing effectively within a multidisciplinary team.
- Demonstrated flexibility and adaptability in a busy healthcare environment.
- Ability to communicate effectively with people from diverse cultures and backgrounds.

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- Demonstrated commitment to confidentiality and professionalism.
- Embodiment of the Women's values.
- A positive, proactive and collaborative approach to work.

Desirable:

- Previous experience working within a hospital or specialist outpatient setting.
- Working knowledge of EPIC, IPM and Karisma.
- Understanding of medical terminology, particularly within maternity or women's health.
- Experience supporting specialist outpatient clinics.
- Interest in quality improvement and continuous professional development.

Organisational relationships

Internal relationships

- Fetal Medicine Unit
- Maternal Medicine Team
- Multiple Pregnancy Clinic
- Pregnancy Day Care Centre
- Pauline Gandel Women's Imaging
- Maternity Services
- Antenatal Clinics
- Health Information Services
- Patient Services
- Allied Health
- All Royal Women's Hospital departments

External relationships

- Women and their families
- General practitioners
- Referring hospitals and health services
- Community healthcare providers
- External pathology and diagnostic providers (where applicable)

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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	Not applicable
Sitting – remaining in a seated position to complete tasks	Frequent
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	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	Occasional
Lifting/carrying – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5 – 10 kilos	Not applicable
– Heavy lifting and carrying – 10 – 20 kilos.	Not applicable
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Not applicable
– heavy push / pull forces over 20 kg	Not applicable
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.	Not applicable
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Frequent
Hearing – use of hearing is an integral part of work performance	Frequent
Touch – use of touch is integral to most tasks completed each shift	Frequent
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Not applicable
Problem solving issues associated with clinical and non-clinical care	Frequent
Working with distressed people and families	Occasional
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Rare
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

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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: 16th July 2026

Developed by: Jemma Rawlins

Date of next review: 16th July 2027

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