



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

Position Description

Position Title	Administrative Assistant
Department	Newborn Research
Classification	AO31 – AO35
Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Reporting to	Professor/Director of Neonatal Medicine and Deputy Director Newborn Research

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 Women's Newborn Research Centre's mission is to give all babies the best chance of growing into healthy adults. Our biggest challenge lies with the tiniest babies, those weighing less than one kilogram and more than three months premature. In addition to the possibility that these babies may not make it home, those that survive face significantly increased risks. The motto of the Women's Newborn Research Centre is "Making the babies better".

In order to achieve improvements to these odds we work in collaboration with local and international multiprofessional research teams (Obstetricians, Allied health, Scientists, consumers, biomedical engineers, amongst others). Our projects are all approved by the Research Advisory Group or Human Research and Ethics Committees. Our research view and projects comply with the NHMRC (National Health and Medical Research Council) guidelines and recommendations.

Position purpose

To provide confidential administrative services to the Professor/Director of Neonatal Medicine, the Deputy Director, Newborn Research and NHMRC grant holders within the department including:

- Coordination and management of the Neonatal Research Office
- Organisation and co-ordination of neonatal seminars and meetings, specifically the annual Cool Topics in Neonatology conference

Key responsibilities

Research Management

- Assist with data entry to Sapphire and similar grant management systems
- Assist with preparing the Annual Research Activity Report

Conference and Event Management

- Conferences held by Newborn Research at RWH release the latest neonatal research findings conducted at RWH and our collaborating centres intrastate, interstate and overseas.
- Preparation, organisation and co-ordination of Cool Topics in Neonatology Conference (Onsite and/or Zoom Webinar)

Administrative duties

- Assist all staff by providing administrative support for neonatal research related activities (as directed).
- Handle departmental correspondence as required, ensuring clear and professional communication.
- Assist in recruitment to new positions using RWH systems e.g. Success Factors
- Track and manage non-employee onboarding in liaison with HR for overseas neonatologists, visitors, and university students wishing to observe in NICUs or conduct research.
- Coordinate departmental contract renewals and annual performance reviews for the team
- Facilitate onboarding process with HR for elective students' rotations
- Manage department's timesheet submissions on the provided system e.g. Optima / Loop
- Monitor cost centre balances and budgets to identify issues and provide timely updates to the Director.

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- Support the reconciliation of cost centres within Neonatal Research to ensure accuracy and compliance.
- Manage invoicing and track payments, including study income and reimbursement from external organisations
- Liaise with funding agencies (e.g. University of Melbourne, NHMRC) regarding invoices and reports
- Manage applications for W.H. Kitchen Fellow Travelling Scholarships
- Scheduling research meetings, prepare agendas and record accurate minutes for effective communication and follow ups
- Maintain RWH Newborn Research information in the RWH Intranet and Website
- Assist in organising work-related travel for director and senior researchers, including arranging reimbursements
- Maintaining and distributing Neonatal Teaching Monthly Timetable
- Order and arrange set up IT equipment for departments and new starters
- Assist in preparation of annual budgets in liaison with Finance department

Communication and teamwork

- Ensuring effective communication between all team members, particularly between senior researchers and research nurses and assistants.
- Ensure closed loop communication to facilitate timely completion of allocated tasks, with consistent attention to detail

Safe practice and environment

- Cooperate with the RWH Quality and Safety team on various quality improvement activities.
- Address the concerns and complaints of women, their families, team members and other hospital departments to ensure that the quality of the service improves; hold yourself and others accountable for providing a positive patient experience; use appropriate techniques to resolve difficult patient situations and regain their confidence
- Contribute and commit to a culture that promotes gender equity, respect and a safe working environment and have an understanding of violence against women and family violence issues.
- Be aware of and be involved in Occupational Health & Safety, ensuring a safe environment is maintained for patients, visitors, and staff.
- Maintain knowledge and ability to perform the role of Floor / Zone Warden in case of fire / evacuation

Practice improvement and Service development

- Facilitate change in conjunction with the Director and Senior Leaders by identifying and supporting the implementation of new practices within your department which maximise productivity of the department in terms of high impact factor publications, and grant success; lead the implementation and acceptance of change within the workplace

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Key Performance Indicators (KPI's)

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/Attributes

Essential Criteria

- Previous experience in a similar role
- Excellent interpersonal and communication skills, both oral and written
- Ability to problem solve
- Experience in supporting financial operations and activities.
- Experience in managing team diaries and scheduling.
- Strong technical aptitude with the ability to navigate and work across multiple systems.
- Capacity to initiate action and work independently
- Extensive experience in Administration/Personal Assistance
- Advanced computer skills: Ability to use Microsoft Office professional software and online meeting platforms (WebEx, Zoom, Microsoft teams, Sharepoint)

Desirable Criteria

- Background in hospital/health settings and/or substantial experience working in a research team
- Ability to undertake process reviews
- Proven experience in creating and improving operational efficiencies.
- Ability to maintain various filing systems
- Experience in maintaining a website
- Experience in office management
- Experience in organising and managing events
- Embodies the Women's values of courage, passion, discovery and respect
- "Can do" and flexible approach
- Receptive to feedback and shows an interest in professional development
- Well-developed interpersonal skills
- Balances competing and conflicting priorities
- Excellent time management and prioritising skills
- Professional demeanour
- Knowledge of medical terminology

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Organisational Relationships

The Administrative Officer will liaise with Universities, Research Organisations, Perinatal Centres and Grant Giving Organisations across Australia.

Internal relationships

- Research Nurses
- Research Assistants
- Neonatal Researchers

Number of staff: 12 (approx.), total EFT 10 (approx.)

External relationships

- University of Melbourne
- Other universities and research organisations
- Government Departments

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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.

Physical Demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	N/A
Sitting – remaining in a seated position to complete tasks	Prolonged
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	N/A
Trunk twisting – turning from the waist to complete tasks	N/A
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.	N/A
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Occasional
– moderate push / pull forces 10–20 kg	N/A
– heavy push / pull forces over 20 kg	N/A
Reaching – arm fully extended forward or raised above shoulder	Occasional
Head / Neck Postures – holding head in a position other than neutral (facing forward)	N/A
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	N/A
– Gripping, holding, twisting, clasping with fingers / hands	N/A
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	N/A
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Constant
Hearing – use of hearing is an integral part of work performance	Constant
Touch – use of touch is integral to most tasks completed each shift.	Frequent
Psychosocial demands	Frequency
Observation skills – assessing / reviewing patients in /outpatients	N/A
Problem Solving issues associated with clinical and non-clinical care	Rare
Attention to Detail	Frequent
Working with distressed people and families	Frequent
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare

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	0–15% of time in the position
Not Applicable	

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Employee awareness and responsibilities

- Actively participate in orientation to the role, team, and organisation.
- Plan and manage own workload to ensure adequate time for achievement of the objectives of the position.
- Actively engage in performance development review processes annually.
- Attend all meetings relevant to the position.
- Perform other duties or responsibilities within the planned scope of practice, as directed or requested.
- Establish an action plan to complete work efficiently and on time by setting priorities, establishing timelines.
- 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

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: May 2025

Developed by: Professor Peter Davis – Professor/Director of Neonatal Medicine and Dr Marta Thio – Deputy Director, Newborn Research; A/Prof Louise Owen, NHMRC Neonatal researcher.

Date of next Review: May 2026

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