

Position Description

Position title:	Neonatal Administration Officer
Department:	Neonatal Services
Classification:	Admin Officer Grade 2
Agreement:	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021 - 2025
Reporting to:	Nurse Unit Managers & Clinical Directors – Neonatal Services

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 Newborn Intensive Care Unit (NICU) is one of five tertiary referral centers in Melbourne, dedicated to providing specialised care for premature and critically ill newborns across Victoria. Each year approximately 1,600 premature and medically vulnerable infants are admitted.

Beyond clinical care, the Neonatal Service plays a vital role in education and training at local, national and international levels, supporting healthcare professionals in enhancing their neonatal expertise. The unit is actively engaged in various research programs, including those that contribute to long-term follow-up care of high-risk infants.

The Women's NICU is a 59-bed unit. It consists of 27 level 5-6 cots, and 32 level 3-4 cots. There are additional care spaces to provide some flexibility depending on patient mix, acuity and needs (i.e. isolation, procedures and 'rooming in'). The team works within a Family Integrated Care 9 FiCare) Model, fostering collaboration between families and healthcare professionals. This approach empowers parents to become confident, knowledgeable and independent primary care givers.

Position purpose

The Neonatal Administration Officer provides comprehensive administrative support to neonatal services, ensuring the smooth, efficient and coordinated operation of daily activities within the Neonatal Administration Office. The role supports nursing, medical and education leadership through effective calendar management, meeting coordination and the delivery of high-quality clerical and administrative services that enable seamless clinical operations.

This position is responsible for maintaining accurate documentation, supporting clear and timely departmental communication, managing procurement and supply processes and contributing to recruitment administration across neonatal services. The role also supports continuous quality improvement and service development initiatives, helping to strengthen administrative systems and enhance operational efficiency. By providing reliable administrative assistance and backfill coverage for designated roles, the position ensures continuity of service and contributes to the overall effectiveness of neonatal care.

Key responsibilities

Clerical Operations

- Provide high-level administrative support to ensure the smooth coordination of daily clinical activities within neonatal services.
- Assist nursing and medical leadership with scheduling, workflow organisation and operational communication.
- Prepare, distribute and maintain clinical documentation with a strong focus on accuracy, version control and accessibility.
- Coordinate meeting logistics for clinical teams, including agenda preparation, minute-taking and tracking follow-up actions.
- Maintain efficient systems for filing, data entry and record management to support clinical service delivery.
- Manage procurement and stock levels of clinical supplies, equipment parts and stationery to support uninterrupted clinical operations.
- Liaise with clinical staff to identify administrative needs and contribute to solutions that enhance service efficiency.

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- Provide administrative support for recruitment processes, including coordinating interview schedules and compiling recruitment documentation, and assist with HR-related quality processes to ensure compliance with organisational standards.
- Participate in service improvement and development activities to enhance clinical administrative workflows.
- Contribute to continuous quality improvement by identifying opportunities to streamline processes, strengthen documentation practices and support implementation of new systems or technologies.
- Support projects assigned by Nursing Unit Managers (NUMs) and Clinical Directors.
- Prepare reports as requested by NUMs.
- Provide backfill support for the Newborn Follow-up Clinic during planned and unplanned leave, and assist the Neonatal Ward Clerk as required.
- Use the Women's electronic medical record (EMR) systems to support clinical and administrative workflows.

Professional Practice

- Maintain a high standard of professionalism, confidentiality and integrity in all administrative interactions.
 - Adhere to organisational policies, procedures and legislative requirements relevant to neonatal services.
 - Demonstrate accountability, reliability and accuracy in all administrative tasks and documentation.
 - Prioritise workload effectively to support the smooth operation of neonatal services.
 - Communicate clearly and respectfully with staff, families and external stakeholders.
 - Contribute to a positive, collaborative and supportive team environment.
 - Engage in continuous learning to maintain and enhance administrative skills.
 - Participate in quality improvement activities to strengthen administrative processes and service delivery.
- Communication and Teamwork**
- Communicate professionally, respectfully and clearly with clinical, administrative and external stakeholders to support effective service delivery.
 - Ensure timely and accurate dissemination of information across neonatal services, including meeting updates, documentation and departmental correspondence.
 - Maintain confidentiality when handling sensitive clinical, staff or organisational information.
 - Use appropriate communication channels to support smooth workflow, including email, phone, EMR systems and in-person interactions.
 - Foster positive working relationships by engaging collaboratively with nursing, medical, education and administrative teams.
 - Escalate issues or concerns to relevant managers to support safe and efficient operations.

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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:

- Relevant administration training or equivalent experience, or a business administration qualification demonstrating strong administrative foundations.
- Experience performing a wide range of administrative duties in busy, high-volume or complex environments, with the ability to manage competing priorities.
- Excellent communication and interpersonal skills, with the ability to engage professionally, respectfully and empathetically with staff, families and external stakeholders.
- Demonstrated ability to build rapport and communicate effectively with people from diverse cultural, linguistic and social backgrounds.
- High level of computer literacy, including proficiency in Microsoft Office Suite, Outlook, Teams, WebEx and other relevant databases or digital platforms, with the ability to learn new systems quickly.
- Strong attention to detail, ensuring accuracy in data entry, documentation, record-keeping and administrative processes, even when working under pressure.
- Excellent time-management skills, with the ability to prioritise tasks, meet deadlines and maintain workflow efficiency in a fast-paced environment.
- Demonstrated problem-solving skills, including the ability to identify issues, analyse information and implement practical solutions in a timely manner.
- Proven ability to multi-task and manage several responsibilities simultaneously without compromising quality or service standards.
- Flexible, proactive and 'can-do' approach, demonstrating initiative, adaptability and willingness to support team needs as required.
- Demonstrated alignment with and embodiment of the Women's values, contributing to a positive, respectful and inclusive workplace culture.

Desirable:

- Working knowledge of IPM and Epic (EMR) systems, with confidence navigating electronic medical records and clinical information systems.
- Previous experience in a medical, clinical or hospital environment, with understanding of healthcare workflows, terminology and family-integrated care models.
- Interest in continuous improvement, with willingness to participate in service development, process enhancement and professional learning.
- Ability to adapt to new technologies, digital tools and system upgrades, including confidence in troubleshooting basic IT issues to support smooth administrative operations.

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Organisational relationships

Internal relationships

- Clinical Directors (Medical and Nursing)
- Nurse Unit Managers (NUMs)
- Associate Nurse Unit Managers (ANUMs)
- People, Culture and Wellbeing
- Neonatal Services Clerical and Administrative Staff
- Neonatal Services Nursing Staff
- Neonatal Services Medical Staff
- All Royal Women's Hospital (RWH) departments and clinics

External relationships

- External service providers, agencies or partners as required for neonatal service operations

Direct reports: 0

Indirect reports: 0

Budget responsibility: 0

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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. 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	Frequent
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	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
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	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5 – 10 kilos	NA
– 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	NA
– heavy push / pull forces over 20 kg	NA
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	
– Repetitive flexion and extension of hands wrists and arms	Frequent
– Gripping, holding, twisting, clasping with fingers/hands	Frequent
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	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	Rare
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Rare
Problem solving issues associated with clinical and non-clinical care	Occasional
Working with distressed people and families	Rare
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Job demands – high workload, tight deadlines, and competing priorities	Frequent
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.	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 limited 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), chicken pox and MMR (measles, mumps, rubella).

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: January 2026

Developed by: Nurse Unit Manager

Date of next review: January 2027

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