

## Position Description

<b>Position title</b>	Fellow in Complex Care
<b>Department / Division</b>	Ambulatory Services: Royal Children's Complex Care Hub and Medical Lead, Hospital in the Home
<b>Classification</b>	HM25 - HM30
<b>Position reports to</b>	Operational: NUM Complex Care Hub Professional: Medical Lead Complex Care Hub
<b>No. of direct &amp; indirect reports</b>	n/a
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids.

<b>The Royal Children's Hospital</b>
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p>

<b>ROLE CONTEXT</b>
<p>The Complex Care Hub is an interdisciplinary service established to lead and coordinate the health care experiences for complex patients and their families. Patients with complex needs frequently require multiple teams, advanced technology and medical equipment to support their care needs, both within the hospital and at home.</p>

ROLE PURPOSE
<p>The purpose of this role is to provide advanced trainees in paediatrics with experience and training in chronic and complex care. Approximately half of the children supported by the service will have complex neurodisability, the remainder a variety of other complex surgical and medical conditions. The successful applicants will work closely with, and provide support to, the Royal Children's Complex Care Hub team that comprise nursing, allied health, medical and administrative staff. The key purpose of the role is to assist in the medical care of these children, working with their generalist medical case managers, and providing timely assessments and advice to their families. The role will work closely with the team in Hospital in the Home and there will be opportunities for experience in this expanding area of paediatric care.</p> <p>The role will involve supervision and mentorship of Junior Medical Staff (JMS), particularly around the management of this cohort of children when they are inpatients. Another facet of the role will be working across RCH to assist in identifying children with unmet support needs and working with other teams to promote an improved model of care for this patient group. There are opportunities for wide clinical experience, teaching, research and administration.</p>
KEY ACCOUNTABILITIES
<p><b>Clinical care</b></p> <p>Apply evidence-based practice principles in clinical assessment, diagnosis, treatment planning and management.</p> <p>Actively understand and apply the principles of informed patient consent.</p> <p>Demonstrate and maintain competency in basic life support techniques.</p> <p>Maintain accurate and timely clinical documentation and record-keeping as per organisational policy/procedures.</p> <p>Participate in intake and patient review meetings for the Complex Care Hub</p> <p>Work in outpatients alongside the consultant paediatricians providing medical case management for children including initial needs assessments and planned and semi urgent review appointments as required, completion and updating of care records as required, written communication with other members of the child's treating team</p> <p>Provide medical supervision in the Day Medical Unit on weekends in rotation</p> <p>Opportunity if appropriately experienced to work in the Neurodevelopment and Disability on call roster with Consultant supervision</p> <p><b>Collaborative practice</b></p> <p>Demonstrate increasing clinical leadership and autonomy in clinical decision-making appropriate to role and practice context.</p> <p>Work effectively and collaboratively as part of a multidisciplinary team to establish common treatment goals and to develop and offer best care to children and families, ensuring that patient care is integrated and effective.</p> <p>Escalate issues outside of scope of practice to senior medical staff and/or other health professionals as appropriate.</p> <p>Communicate effectively with patients and families to ensure their understanding, and that their needs and views are included in treatment, care plans and actions.</p> <p>Establish therapeutic relationships with patients and families that are goal directed and recognise professional boundaries and power imbalances.</p> <p>Ensure effective communication with other staff and respond appropriately to communication and interpersonal challenges.</p>

### **Health values**

Respect gender and cultural diversity, and recognise that the values, customs and beliefs of others may differ from your own.

Challenge own and team cultural assumptions and demonstrate culturally safe and sensitive practice

Participate in the review and development of clinical service delivery (as directed).

### **Professional, Ethical and Legal Approach**

Contribute to a positive and professional work culture and lead by example via all communications, actions and behaviours.

Lead a zero-tolerance approach towards disrespectful behaviour.

Uphold the values outlined in the RCH Compact and other RCH policies, procedures and guideline documents (as relevant).

Be aware of the ethical and legal requirements of the role, including complexities related to medical practice, and adhere to the Medical Board of Australia's code of professional conduct, ethics and guidelines.

Comply with mandatory reporting requirements as relevant to role.

Ensure the privacy and confidentiality of patient records and any sensitive information accessed in the context of the role.

Adhere to agreed document management and cyber-security practices (including aligned regulatory/legislative requirements).

Prioritise workload appropriately and complete tasks in a self-directed manner.

Participate in team meetings and provide assistance to other medical staff/clinical areas when able or when requested.

### **Lifelong Learning**

Identify professional development needs, and plan and implement strategies for achieving them.

Participate in educational opportunities (e.g. clinical meeting presentations, radiology/x-ray meetings, psychosocial meetings, bedside teaching, lunchtime tutorials, department meetings and grand rounds) and demonstrate a commitment to improving professional performance and development.

Regularly seek and participate in two-way feedback of own performance

Achieve and maintain competency in relevant skills in line with organisational requirements relevant to the role, including all mandatory training requirements.

: Work with the team on current research initiatives and develop a project to complete during the 12 months

### **Continuous quality improvement**

Demonstrate a solid understanding of systems-approaches to continuous quality improvement, including the role of organisation-wide accreditation via the Australian Commission of Safety and Quality in Health Care's (AHSQHC) - National Safety and Quality Health Service (NSQHS) Standards.

Identify areas of clinical practice for potential quality improvement.

Actively participate in and/or lead the review of policies, procedures and protocols and other quality improvement initiatives (as directed), including clinical audit and review meetings.

### **Other**

Adhere to all occupational health and safety requirement of the role and workplace, including if/when working remotely.

Complete other duties as directed consistent with the individual's skill level and classification.

## QUALIFICATIONS AND EXPERIENCE

Eligibility for general registration as a medical practitioner with the Australian Health Practitioners Regulation Agency (AHPRA) at the commencement of clinical training year. Must have AHPRA general registration prior to commencing in role.

This position is appropriate for a senior Advanced Trainee in paediatrics and would suit someone with an interest in general paediatrics or in developmental medicine. This is an ideal position as a bridge from a trainee paediatric position to consultant paediatric practice.

## KEY SELECTION CRITERIA

- Eligibility for general registration as a medical practitioner with the Australian Health Practitioners Regulation Agency (AHPRA) at the commencement of clinical training year. Must hold general registration prior to commencing in role
- Record of academic achievement
- Appropriate level clinical skills commensurate with Registrar level
- Well-developed communication and interpersonal skills with demonstrated ability to work in a team environment
- Well-developed self-management and organisational skills, and evidence of personal resilience
- High level professional and ethical behaviour
- Demonstrated skills in paediatric medicine and an interest in children with medical complexity and disability

## OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment.
- Employees are required to maintain a valid Working with Children's Check throughout their employment.
- A current, full drivers' licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

## IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

### RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve

- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

### QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

**The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.**

Position description last updated

June 2025