

## Position Description

<b>Position title</b>	Learning and Development Coordinator
<b>Department / Division</b>	Organisational Development
<b>Classification</b>	Grade 4 Year 1 – Grade 4 Year 5 AO41 – AO45
<b>Position reports to</b>	Director, Organisational Development
<b>No. of direct &amp; indirect reports</b>	Nil
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

### The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is *a world where all kids thrive*.

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.

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.

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 <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at [www.rch.org.au](http://www.rch.org.au)

### ROLE CONTEXT

This position fulfils an important role in the Organisational Development (OD) team. The OD team works alongside Human Resource and Workplace Health and Safety, in the People and Culture Division. The OD team focuses on initiatives designed to build capability contributing to leadership; culture; employee experience; diversity, inclusion and belonging; and education & training.

Our clients include the entire RCH organisation, and its distinct teams and talented individuals. All of which contribute to its success in delivering *a world where all kids thrive*.

## ROLE PURPOSE

The key purpose of this role is to support the Royal Children's Hospital with successful coordination of our learning and development program of work. This role will support the RCH's vision of delivering *a world where all kids thrive* by ensuring the effective coordination of learning events and activities, supporting our Leadership Academy and Organisational Development (OD) programs. This will improve the growth and potential of every member of the RCH team. The role will include participant administration, venue management, and record keeping and content control with our learning management system.

As the Learning and Development Coordinator you will deliver on the administrative support needed to deliver quality education and training activities out of the Organisational Development (OD) team. As part of this team you will also support the in delivering RCH-wide programs related to employee experience, workplace culture, management and leadership growth, and diversity, equity, inclusion and belonging initiatives.

## KEY ACCOUNTABILITIES

### Customer Service

- Provide high level customer service to all learning & development stakeholders
- Maintenance of internal and external communications
- Provide advice, guidance and support to line managers and staff and ensure adherence with policy and procedures and relevant legislation

### Program Management

- Proactively partner with the OD team and drive the administration and logistics of delivering our learning events and activities.
- Act as a contact for participants requiring assistance and information.
- Provide support for in-person training, including research, liaison with providers, scheduling facilitators and venues, ensuring supply of materials, AV requirements and room set up.
- Identify gaps in content or content needed to improve safety, performance, operations customer, and people experience.
- Provide high level customer service to participants and other stakeholders.
- Work in collaboration with multi-disciplinary teams.
- Provide support to the Organisational Development team as required.

### Learning Management System

- Ensure the Learning Management System is kept up to date with training records and curated content.
- Actively participate in the continuous improvement of records management and course creation.
- Establish systems to record and produce regular reports on learning and development metrics, including spend, attendance and feedback.
- Working with the Organisational Development team on key projects to develop and deliver a variety of digital learning resources.
- Editing and updating digital resources and managing relevant intranet pages.
- Manage the end-to-end participant experience through our learning systems and processes.
- Coordinate administration workflow to ensure optimal outcomes within prescribed timelines
- Lead the ongoing development, review and maintenance of administrative processes and improved communication mechanisms
- Other duties as directed

### Quality and Improvement

- Lead the ongoing development, review and maintenance of administrative processes and improved communication mechanisms
- Actively participate and contribute to continuous improvement and continuing education opportunities

## KEY ACCOUNTABILITIES

### Leadership / Strategy

- Provide technical leadership in area of expertise
- Assist in monitoring and reporting on key performance indicators

### Financial Management

- Administer all purchase orders and invoicing according to RCH's financial processes
- Accurately manage and report on cost centre expenditure
- Monitor budget performance within area of responsibility

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Post-secondary qualifications such as a Certificate IV or equivalent
- 4+ years relevant industry experience.
- Demonstrated experience in ensuring events and learning programs are coordinated so that everything is seamless for the stakeholders and participants.
- Demonstrated capability in using learning management systems to optimise the learning experience.

### Desirable:

- Previous experience working in a learning team highly regarded.

## KEY SELECTION CRITERIA

- Highly organised with excellent administrative skills and attention to detail.
- Coordination and logistics management experience.
- Ability to work effectively in an autonomous role, as well as part of a team to deliver on project/program goals.
- Ability to respond with empathy and maintain calm in stressful circumstances.
- Problem-solving and time management skills, with an ability to juggle multiple tasks to ensure deadlines are met.
- Intermediate skills with Microsoft Office Suite, including SharePoint and MS365.
- Excellent proficiency with Microsoft applications, particularly Excel, Word, Outlook, and PowerPoint.
- Self-motivated, proactive, enthusiastic and results focused.
- Strong customer service orientation.
- Excellent written and verbal communication skills.

## 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 Check throughout their employment
- A current, full driver's 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 LGBTIQI community and people with disability.**

Position description last updated

October 2025