

Position Description

Position title	PIPER Paediatrics – Medical Clinical Lead
Department / Division	Paediatric Infant Perinatal Emergency Retrieval (PIPER). Critical Care Division
Classification	In accordance with the AMA Victoria Public Health Sector Medical Specialists Enterprise Agreement Fractional: 0.25 EFT
Position reports to	Director: PIPER
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	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

ROLE CONTEXT

PIPER

The role of the Paediatric Infant Perinatal Emergency Retrieval (PIPER) service is to improve health outcomes for newborn babies, children and women by:

- Providing and coordinating emergency and non-emergency interhospital transfer operations.
- Providing a Perinatal referral coordination service
- Monitoring and Coordinating the use of NICU/PICU and non-tertiary neonatal and perinatal beds across the State.
- Collaborating with key stakeholders in the planning and implementation of strategies to improve neonatal, paediatric and maternity services in Victoria. This includes the provision of clinical guidelines and specific information on resuscitation and stabilization management prior to arrival of the transport team.
- Providing information, resources and advocacy for non-tertiary clinicians caring for newborn babies, children and high-risk pregnant women.

PIPER PAEDIATRICS

PIPER Paediatrics provides:

- An emergency and non-emergency medical retrieval services for sick children
- An emergency consultation advice service for clinicians caring for sick children
- Outreach education programs in paediatric critical care to clinicians in non-tertiary services in Victoria
- Advice and support to medical practitioners, nurses, midwives, paramedics and allied health personnel on stabilisation and transport of sick children.
- PIPER Paediatrics utilises evidence based Clinical Guidelines, Policies and Procedures within an environment of innovation, education and advocacy. The contributions of our employees, consumers, diverse communities and other agencies that share our goals are fundamental to our success. Our resources are committed to health services that are ethically, socially and financially responsible

STRATEGIC DIRECTIONS

Within the Victorian health care system, the role of PIPER Paediatrics is to improve health outcomes for sick children by:

- Providing emergency and non-emergency transfer operations, coordination of critical care bed usage across the State
- Providing statewide, multimodal education
- Collaborating with key stakeholders in the planning and implementation of strategies to improve paediatric critical care services in Victoria. This includes the provision of clinical guidelines and specific information on stabilization management prior to the arrival of the transport team.
- Providing information, resources and advocacy for critically ill children.

The PIPER Paediatric Medical Lead is responsible to the Director of PIPER for the leadership and performance of the PIPER Paediatric Service as determined by agreed key performance indicators. This role sits alongside medical leads for the neonatal and perinatal arms of the service.

ROLE PURPOSE

The PIPER Paediatric Medical Lead ensures that the highest quality of care is maintained and measured, as well as maintaining contemporary standards of Education and Research. The role ensures maintaining sound and sustainable financial management, strong staff engagement and support, effective relationships within RCH, as well as government, other healthcare agencies, the community and consumers of care. The PIPER Paediatric Medical Lead is a member of the PIPER Leadership group.

KEY ACCOUNTABILITIES

Strategic Leadership

- Contribute to the development of and provide support to achieve the department's strategic objectives, goals and targets and ensure a performance culture develops across the department, based on the delivery of key operational outcomes
- Provide leadership in developing and implementing strategic and clinical service planning for the PIPER service, taking into account organisational strategy and values.
- Maintenance of a continuous planning culture.
- Ensure Clinical Quality KPIs are met e.g. Evidence of effective implementation of strategic and medical workforce planning initiatives;
- Support of medical staff within PIPER Paediatrics to articulate PIPER's vision and continuous improvement activities;

Change Management

- Manage change within PIPER Paediatrics to align with the organization structure and strategy
- Change management principles and practices applied appropriately
- Work with the PIPER Director and other PIPER clinical leads to embed a culture of continuous improvement that aligns with organisational processes.

Quality & Safety Management

- Responsible for ensuring there is a level of review of each PIPER paediatric referral
- Ensure compliance with the RCH clinical governance framework including benchmarking, appropriate clinical auditing, credentialing and consumer consultation;
- Ensure that clinical care is delivered at a high standard and level of efficiency and with the incorporation of evidence-based best practice principles;
- Ensure clinical governance by fostering a culture of excellence and innovation through continuous quality improvement and best practice approaches;
- Ensure all services are customer focussed, quality driven, efficient and aligned to the hospital's overall strategic plan. Advocate for patient and family-centred care.
- Evidence of ongoing review of activity through process improvement;
- Evidence of high standards in collaboration with key internal and external stakeholders;
- New models of care and workforce roles are redesigned and implemented as appropriate;
- Evidence of compliance with National Safety and Quality Health Service (NSQHS) Standards are reflected in accreditation and regular self (department) assessment;

Education and Research

- Ensure that clinical staff receive the appropriate education and training;
- Enhance the paediatric research reputation of the service.
- Parents and families are informed through education as captured through formal feedback evaluation;

People Management

- Promote an environment of co-operation for continual improvement of team performance;
- Resolve or refer all grievances and complaints in line with RCH grievance and complaint handling procedures to minimise negative effects on employees and the organisation's operations;
- Facilitate motivation and cohesion of medical staff within the service and manage change within the service to align with PIPER structure and strategy.
- Evidence of effective teamwork and co-operation;

Relationship Management

- Develop and consolidate strong relationships with relevant external stakeholders in order to provide advocacy for the best practice service delivery of regionalised care across the state of Victoria
- Evidence of strong relationships with key stakeholder groups, including other health providers, government departments, Ambulance Victoria and consumers of care.
- In collaboration with the Director PIPER, ensure the relationship with the Department of Health reflects effective ongoing consultation and review of clinical performance and targets.

QUALIFICATIONS AND EXPERIENCE

Essential:

- MBBS or equivalent qualification
- Specialist Medical Practitioner registered with AHPRA
- Significant Consultant level experience
- Fellow of a relevant specialist college (eg FCICM, FRACP, FANZCA, FACEM or equivalent)

Desirable:

- Postgraduate qualifications or demonstrated experience in management
- Experience or qualification in a retrieval environment

KEY SELECTION CRITERIA

- Demonstrated ability in clinical governance strategy and structures
- Demonstrated ability to foster a culture that encourages positive and ethical working relationships, a safe working environment, financial responsibility, innovation and productivity improvement.
- Capacity to understand the complexities and challenges of the Public Health sector in relation to the provision of a statewide service.
- Demonstrated continuous clinical quality improvement track record
- Demonstrated ability and experience in leading and managing change initiatives,.
- Excellent communication and leadership 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

- 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

February 2026