

Position Description

Position title	Social Worker – Complex Care Hub
Department / Division	Social Work Department / Division of Allied and Digital Health
Classification	Grade 2 Year 1 – Year 4 (SC21 – SC24)
Position reports to	Manager Social Work and Spiritual Care Services
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids.

The Royal Children's Hospital
<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 https://www.rch.org.au/quality/child-safety/.</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 www.rch.org.au</p>

ROLE CONTEXT
<p>The Royal Children's Complex Care Hub is an interdisciplinary service that has been 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

As an integral part of the Royal Children's Complex Care Hub, the role of the social worker is to deliver and improve service provision for children with complex needs and their families and to initiate strategies to better supports their care and treatment. The social worker will work in partnerships with families of children with complex care needs, and work in close liaison with other service providers both within the hospital and the community.

The Complex Care Hub Social Worker provides social and emotional assessment, support and intervention for children and family where issues are identified as impacting on quality of life and outcomes for the child. This includes areas such as new diagnosis, chronic illness, social issues impacting on the child's wellbeing and family functioning, parenting difficulties, psychological health issues, child behavioural issues and a broad range of social support issues. The role also works to ensure that the protective and psychosocial needs of vulnerable children and families are addressed in a timely and appropriate manner. The role includes assessments and interventions with families in their homes as well as the hospital setting.

KEY ACCOUNTABILITIES

Provision of Care

- As part of the health care team, provide excellent evidenced based clinical care to children and families presenting with a broad range of complex medical and psychosocial needs, with activities including:
 - Assessment & intervention;
 - Advocacy;
 - Referral;
 - Interventions for traumatised and vulnerable children;
 - Support and counselling for children and families in crisis situations including life limiting diagnosis, disability, trauma, family violence and bereavement; and
 - Crisis intervention in external emergency situations
 - Provision of outreach assessments and interventions in the home
- Participate in Social Work 'On-Call Service Roster' after hours as required
- Maintain clinical documentation records and data as per social work guidelines and RCH procedures
- Support grade 1 staff in their patient management and clinical reasoning with complex patients
- Ensure timely provision of services through appropriate prioritisation of caseload

Lifelong Learning

- Committed to continuing professional development through education and training

Collaborative Practice

- Provide child centred family focused care through partnership with patients and families
- Promote and develop partnerships with other health care and community providers / Social Work networks
- Improve multidisciplinary pathways for discharge and transition to appropriate services

Communication

- Well-developed verbal communication and interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Communicate effectively with patients and their families to ensure their understanding and that their needs and views are included in plans and actions
- Maintain accurate written and statistical records

Continuous Improvement

- Committed to continuing professional development through education and training
- Actively contribute as an individual and a member of a team to the continuous improvement of health care quality and patient safety
- Achieve and maintain clinical competencies in relevant skills in line with the Social Work Department
- Engage in interdisciplinary quality improvement, evaluation and research activities to enhance patient care
- Escalates risk appropriately within the healthcare team

Supervision

- Development of professional capabilities/use of self through active participation in clinical supervision, performance appraisal and professional development
- Provide clinical supervision to Grade 1 staff and social work students

Research

- Partake in quality improvement, research & evaluation projects to enhance existing Social Work, Allied Health services and materials provided to patients and families
- Supports the research agenda for team and wider social work department
- Shares evidence with colleagues within own team and wider service eg special interest groups, journal clubs, department in-services

QUALIFICATIONS AND EXPERIENCE

Essential:

- Hold a degree in Social Work from an accredited course/university
- Eligible for membership for Australian Association of Social Workers (AASW)
- Meet AASW accreditation standards for Continuing Professional Education
- Uphold the AASW Code of Ethics

Desirable:

- 3 years post graduate clinical experience
- Demonstrated clinical competency and experience in paediatric health or closely related field of practice
- Possess an understanding of relevant legislation and practice frameworks relating to family violence practice, including but not limited to the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS) and the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM).

KEY SELECTION CRITERIA

- Experienced and skilled social work clinician with consolidated psychosocial assessment, formulation, and clinical reasoning abilities
- Excellent interpersonal, communication and presentation skills
- Displays autonomous behaviour, independence of thought, awareness of own effectiveness and internalised responsibility.
- Ability to improve own and other's practice, behaviour, and team functioning
- Ability to work flexibly in a fast-paced clinical environment, managing competing demands according to departmental and organisational requirements
- Capacity for effective negotiation, conflict resolution and wide consultation at all levels, to maintain and foster key interpersonal relationships.
- Commitment to building professional skills and capacity

- Able to teach, mentor and develop staff and students at all levels as well as members of the wider community
- Demonstrated capacity to work constructively and collaboratively with a range of disciplines towards common goals
- Critically reflective stance with capacity for creating practice theory and acting as an appropriate change agent

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check, a NDIS worker screening check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children's Check and NDIS worker screening 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
- The employee needs to ensure that they 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

July 2025