

Position Description

Position title	Wadja Administration
Department / Division	Wadja Aboriginal Family Place/ Division of Medicine
Classification	Community Development Worker Class 2B Year 1 – Year 4 (XX7 – XX10)
Position reports to	Operational: Director, Wadja Aboriginal Family Place
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</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 Wadja Administration role is part of the Wadja Aboriginal Family Place, which sits within the Royal Children's Hospital (RCH) Division of Medicine. Wadja Aboriginal Family Place and provides holistic, culturally safe care that supports the spiritual, physical and emotional well-being of Aboriginal and Torres Strait Islander children, young</p>

people and their families. As part of this commitment, the Wadja Health Clinic delivers coordinated medical, social and developmental assessments for Aboriginal children and young people with complex health and social needs. The clinic operates every Wednesday afternoon and is supported by a dedicated multidisciplinary team, including four Aboriginal Case Managers and three Paediatricians, who work together to provide culturally responsive and family-centred patient care.

The Wadja Administration Officer works within this dynamic and culturally grounded environment, supporting both the Wadja Aboriginal Family Place and the Wadja Health Clinic, and contributes to ensuring that families experience a welcoming, safe and well-coordinated clinical service.

ROLE PURPOSE

The Wadja Aboriginal Case Manager supports the Royal Children's Hospital (RCH) vision of "A world where all kids thrive" by ensuring Aboriginal and Torres Strait Islander children, young people, and families receive holistic, culturally safe care that addresses spiritual, physical, emotional, and mental wellbeing.

The purpose of the Wadja Administration Officer role is to provide high-quality administrative and organisational support to the Wadja Aboriginal Family Place and the Wadja Health Clinic. This position is responsible for supporting efficient clinic operations, maintaining culturally appropriate referral pathways, coordinating appointments, and assisting families to navigate the RCH system. The role ensures smooth communication across the multidisciplinary team and contributes to culturally safe service delivery for Aboriginal and Torres Strait Islander children, young people and their families. The position reports directly to the Director, Wadja Aboriginal Family Place.

KEY ACCOUNTABILITIES

- Support culturally safe access by identifying and addressing barriers that may impact Aboriginal patients and families when engaging with RCH, the Wadja Aboriginal Family Place and the Wadja Health Clinic.
- Work collaboratively within the interdisciplinary team—including the Wadja Director, Aboriginal Case Managers, Paediatricians and RCH departments—to ensure care reflects the medical, social and cultural needs of Aboriginal patients.
- Coordinate medical and cultural care needs, including managing complex referrals, triaging new referrals for the Wadja Health Clinic, updating EMR demographic information and directing cultural, social or medical enquiries to Aboriginal Case Managers where appropriate.
- Manage appointment and clinic processes, including contacting families about referrals, appointment reminders, cancellations and rescheduling, maintaining a cancellation list and following up non-attendance.
- Support effective clinic communication by preparing and distributing agenda items and minutes for the Wadja Clinical Review Meetings, attending weekly clinical reviews and ensuring all referrals and correspondence are correctly forwarded to relevant RCH systems.
- Assist families and staff with service navigation by responding to attendance barriers, connecting queries to the appropriate Wadja Paediatrician or Case Manager and maintaining active communication with parents and carers.
- Maintain administrative systems, including invoices, meal vouchers, brochures, educational materials, patient statistics, and contributing to continuous quality improvement activities across Wadja, VACCHO, VAHS, VACCA and RCH.
- Contribute to cultural safety and community engagement by participating in Aboriginal Advisory Committee meetings, supporting cultural events (e.g. NAIDOC Week, Sorry Day, Children's Day) and engaging in ongoing supervision and professional development.

QUALIFICATIONS AND EXPERIENCE

Essential:

- This is an Aboriginal Identified role (as per s12 of the Equal Opportunity Act 2010 (Vic)).
- Demonstrated knowledge and understanding of Aboriginal culture, values and history.
- Demonstrated experience working with Aboriginal children, young people and/or families.
- Demonstrated understanding of the social, cultural and transgenerational factors impacting the health and wellbeing of Aboriginal people.
- Administration experience, including ability to manage office tasks, coordinate appointments, maintain accurate records and communicate effectively with families and professionals.

Desirable:

- Experience working in an Aboriginal health care service, Aboriginal community-controlled organisation, or Aboriginal child and family service.
- Experience within a tertiary hospital or clinical setting

KEY SELECTION CRITERIA

- Demonstrated commitment to improving the health and wellbeing of Aboriginal children, young people and their families, with an understanding of the importance of culturally safe care.
- Proven experience working collaboratively with Aboriginal and Torres Strait Islander communities to support better health outcomes for Aboriginal children, young people and families.
- Ability to build and maintain strong, respectful working relationships with colleagues and partner services to enhance service coordination and clinical outcomes for Aboriginal families.
- Flexible, adaptable and team-focused approach, with the capacity to contribute to a high-performing team while also working independently when required.
- Highly developed interpersonal, communication and advocacy skills, including the ability to engage effectively with families and health professionals.
- Proficiency in computer applications and database management, with strong attention to detail and accuracy in data entry (including Microsoft Office Suite).
- Demonstrated experience in administrative tasks, time management and prioritisation, preferably within a healthcare or hospital environment.

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 LGBTQI community and people with disability.

Position description last updated

January 2026