

Position Description

Position title	<i>Aboriginal Case Manager</i>		
Department / Division	<i>Wadja Aboriginal Family Place/ People and Culture</i>		
Classification	<i>Community Development Worker Class 2B Year 1 – Year 4 (XX7-XX10)</i>	Employment Status	<i>Full-Time, Fixed Term 1.0FTE</i>
Position reports to	Operational: Manager, Wadja Aboriginal Family Place Professional: Manager, Wadja Aboriginal Family Place		
No. of direct & indirect reports	N/A		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere.</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 PURPOSE
<i>Wadja supports service delivery of holistic health care, which includes spiritual, physical, emotional and mental well-being to Aboriginal and Torres Strait Islander children, young people and their families who are engaged with the RCH. The</i>

Aboriginal Case Manager role offers support through engagement, assessment, advocacy, advice, discharge planning and referral to appropriate services internal and external of RCH.

As an integral member of Wadja Aboriginal Family Place, this role is critical in liaising with RCH Medical/ Nursing/ Allied Health

and other relevant stakeholders to support case management and service delivery of culturally appropriate services to inpatients and/or outpatients and may address any barriers which may impact on Aboriginal patients', young people and their

Families' in accessing health care in a timely manner.

KEY ACCOUNTABILITIES

- *Assess and respond to patients' social, cultural, emotional and medical needs.*
- *Provide support and assistance to each patient and their family to ensure all medical processes, procedures, treatment, consent and discharge plans are understood.*
- *Co-ordinate and manage social and cultural care of Aboriginal inpatients' and outpatients' identified as having complex cultural, social, medical and discharge needs.*
- *Attendance at psychosocial meetings and implementation of cultural assessments and discharge plans.*
- *Provide advocacy, support and assistance to patient and family in medical consent and decision making.*
- *Ensure patients, parents and guardians are fully involved in the development of discharge plans and these are culturally and socially appropriate.*
- *Facilitate and coordinate patients' access to internal and external services and/or programmes identified in the discharge plan.*
- *Ensure protective and psychosocial needs of vulnerable or at risk children are addressed in a timely and appropriate manner.*
- *Participate in the continuous quality improvement activities of RCH, Wadja and Improving Care of Aboriginal Patients (ICAP – VACCHO).*
- *Participate in orientation and education for new and existing staff of RCH.*
- *Attend Aboriginal Advisory Committee meetings and in consultation with Aboriginal community participants and RCH colleagues, identify policy and service delivery gaps which enables better outcomes and accessibility for Aboriginal consumers.*
- *Complete accurate, timely and professional record-keeping and documentation using Electronic Medical Record (EMR).*
- *Adhere to RCH policies and guidelines to ensure safe care and safe discharge.*
- *Identify and activate own learning and development plans to ensure quality of care is provided.*
- *Actively engage in supervision to promote comprehensive care, service delivery.*
- *Work collaboratively as a member of the Wadja Aboriginal Family Place and other multidisciplinary teams in delivery of care to promote and develop networks with Aboriginal Health and Child & Family Community sector services.*
- *To work as part of an interdisciplinary team to ensure medical care assessment and planning is inclusive of social and cultural factors for Aboriginal patients.*
- *Continuously improve pathways for discharge and transition to appropriate service providers' external of RCH.*
- *Participate in other projects to improve overall service delivery for Aboriginal patients', Young people, families and community.*

QUALIFICATIONS AND EXPERIENCE

Essential:

- *This is an Aboriginal identified role (as per s12 of the Equal Opportunity Act 2010 (Vic))*
- *Demonstrated knowledge of Aboriginal culture, values and history*
- *Demonstrated experience working with Aboriginal children, young people and/or families experiencing poor health and wellbeing*
- *Demonstrated understanding of the social and transgenerational issues impacting on Aboriginal health and wellbeing*
- *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)*

Desirable:

- *Relevant professional experience in an Aboriginal health care or Aboriginal child and family services setting is highly desirable*
- *Tertiary hospital experience*

KEY SELECTION CRITERIA

- *Commitment to improving the health of Aboriginal children and families.*
- *Experience in working with Aboriginal and Torres Strait Islander communities to improve the health of Aboriginal children, young people and families.*
- *Demonstrated ability to build and maintain working relationships with colleagues, to maximise service coordination and cooperation and clinical outcomes for Aboriginal children, young people and families*
- *A flexible and adaptable approach to functioning in a team environment that enhances the team's high performance and ability to work independently as required.*
- *Excellent interpersonal, communication and advocacy skills*
- *Demonstrated experience in using computer applications for database management with high accuracy of data entry, including but not limited to Microsoft Office Package*
- *Demonstrated experience in administrative tasks and time management skills in a healthcare or hospital setting*

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 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:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

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	October 2021
--	---------------------