

Position Description

Position title	The Royal Children's Hospital Children's Cancer Centre Carers Network Parent Member		
Department / Division	Partnerships & Consumer Engagement Department Communications Division		
Classification	Volunteer	Term of appointment	One term, 2 years. Members can be reappointed for up to three terms.
Remuneration	As this is a voluntary role no remuneration (or sitting fees) will be offered. Out-of-pocket expenses incurred as part of participation (eg. parking or public transport) will be reimbursed, on prior approval. This does not extend to virtual meetings.		
Position reports to	The Royal Children's Hospital Partnerships & Consumer Engagement Department		
Location	Participation will be via hybrid meeting platforms – virtual and in-person. In-person meetings will commonly occur at The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital

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

The 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, The 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.

The 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. The 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/>.

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

Further information on the RCH is available at www.rch.org.au

ROLE PURPOSE

The RCH Children's Cancer Centre Carers Network brings the parents, families, carers, cancer and haematological disease survivors and RCH staff together to work on the shared goal of achieving the best outcomes and experiences for children and young people receiving care.

KEY ACCOUNTABILITIES

To support the delivery of objectives, RCH Children's Cancer Centre Carers Network members will:

- Cultivate two-way communication between RCH staff, patients and carers through the delivery and maintenance of:
 - A 12-month work plan articulating the Network's key focus areas
 - Strategies that empower patients and carers to be active participants in care
 - Systems for patients and carers to provide constructive feedback and compliments about services or care.
- Nurture a supportive and respectful environment that enables proactive and productive outputs and outcomes, including:
 - Preparing for, attending and actively contributing to scheduled meetings
 - Taking accountability for follow-up actions
 - Participating in related working groups, time and commitments permitting
 - Supporting the on-boarding and mentoring of newly appointed members.

KEY SELECTION CRITERIA

Prospective RCH Children's Cancer Centre Carers Network parent members will be assessed against the following Key Selection Criteria:

- Have experience as a parent, extended family member or carer of a child who has undergone treatment at least 6-months ago at the RCH Children’s Cancer Centre and are cancer and haematological disease survivors
- An interest in cultivating a culture of support amongst parents, families, and carers
- A desire to provide parents, families and carers with the knowledge and confidence they need to advocate for their child or young person as they navigate through the health system
- The ability and confidence to express views, opinions and share knowledge relevant to RCH Children’s Cancer Centre operations, based on living experience as an RCH consumer (patient, family, guardian or carer), verbally and in writing
- The capability to build trust and a strong, mutually beneficial and ongoing partnership between those delivering and those receiving care
- Capacity to attend bi-monthly meetings, in addition to completing tasks and providing advice in a timely and considered manner as required outside of formal meetings.

Parent members are appointed as individuals, not as representatives of any organisation.

ROLE COMMITMENTS

Initial appointments to the RCH Children’s Cancer Centre Carers Network are for two years. Parent members can be reappointed for up to three terms.

As an RCH Children’s Cancer Centre Carers Network parent member you will be required to:

- Attend and prepare for 1.5-hour bi-monthly meetings
- Attend and actively participate in 75% of scheduled meetings a year
- dedicate between 1-4 hours a month for follow up actions in between meetings. This time commitment may vary depending on the Network’s work plan and an individual member’s circumstance (eg. motivation and availability).

As an RCH Children’s Cancer Centre Carers Network parent member you will also be required to:

- Complete all mandatory training and on-boarding requirements within the first three months of appointment, and maintain training qualifications as required by the RCH
- Undertake a National Criminal Record Check and a Working with Children Check prior to commencement
- Maintain a valid Working with Children Check throughout your term
- Maintain compliance with the RCH’s “Staff Immunisation - Prevention of Vaccine Preventable Diseases” procedure.

The RCH respects and is deeply grateful for the time and commitment volunteers make to improve the services of our hospital. It is equally important that volunteers have a clear understanding of the commitment they are making when taking on a formal role as part of hospital operations.

IMPORTANT INFORMATION

All employees and volunteers are required to adhere to the RCH 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 and volunteers 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 and volunteers 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 and consumer partnership approach. We encourage applications from all backgrounds and experience including those from Aboriginal and Torres Strait Islander background, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated	April 2023
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