

## **RCH Consumer Representative Opportunity**

### **Children's Cancer Centre Carers Network**

#### 1. What is the role of The Royal Children's Hospital Children's Cancer Centre Carers Network?

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

Children and young people receiving care face many challenges in having their voice heard during their care experience. The network of parents, families and carers who surround them are uniquely placed to support, articulate and amplify children and young people's needs whilst they receive expert care from the RCH's world-leading paediatric team.

The RCH Children's Cancer Centre Carers Network ensures the voices of children and young people are heard by:

- Cultivating a culture of support amongst parents, families, and carers
- Providing 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
- Building trust and a strong, mutually beneficial and ongoing partnership between those delivering and those receiving care
- Providing the RCH with feedback on, and advocacy for, the needs of children, young people, parents, families and carers to inform the design and delivery of care
- Supporting children and young people's voices to be heard by acting as a bridge between their parents, families and carers and their health care workforce.

The RCH Children's Cancer Centre Carers Network is always chaired by a family member and is guided by the principles of Patient and Family Centred Care. These include dignity and respect, information, sharing, participation and collaboration.

Please refer to the accompanying Terms of Reference for further information on the RCH Children's Cancer Centre Carers Network.

#### 2. What's expected from a RCH Children's Cancer Centre Carers Network parent member?

To support the delivery of objectives, RCH Children's Cancer Centre Carers Network parent 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

### 3. Who are we looking for?

We are looking for parents, extended family members, carers 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. Members will:

- have diverse interests and backgrounds (including, but not limited to culturally and linguistically diverse, First Nations people, gender and neuro diverse)
- be from metropolitan, regional, rural and remote areas
- have experience of healthcare services provided at the RCH (patient, parent or carer) in the last five years, or an ability to represent those experiences
- have a strong drive to create positive, forward-thinking and sustainable change in healthcare to help children and young people achieve their potential
- have an ability to work collaboratively with others to achieve results
- have strong interpersonal and communication skills, including empathy
- have an ability to look beyond personal experiences and passions and discuss broad based issues with the aim of improving outcomes and experiences for RCH consumers.

### 4. Remuneration

Membership of RCH Children's Cancer Centre Carers Network is voluntary. No remuneration, or sitting fees are available.

Out-of-pocket expenses incurred as part of participation (e.g. parking or public transport) will be reimbursed on prior approval. This does not extend to virtual meetings.

### 5. Can I apply if I live and work in a regional, rural or remote area?

People living in regional, rural and remote areas are encouraged to apply as capturing the experiences is vital in strengthening our health service. Their attendance and involvement will be accommodated via the use of hybrid meeting methods, through the ability to attend meetings via digital platforms (MS Teams).

## 6. How will the RCH support you?

To ensure you are supported as a Network member, and understand your role and responsibilities, the RCH Partnerships and Consumer Engagement team will support all Children's Cancer Centre parent members. These support structures are similar to those in place for the hundreds of volunteers that provide such valuable input into the services offered by the RCH.

This will be achieved through the provision of on-boarding support and access to pre- and post-meeting briefings and wellbeing supports.

Young people, under 18-years, must obtain consent from a parent or carer to be a member of the Children's Cancer Centre Carers Network. Young people, under 18-years who may require additional support may nominate a parent or carer to accompany them to meetings noting that the parent or carer will not be a contributing member of the Network.

New members will also be partnered with an existing member, as a mentor.

It is not an expectation that any Network member share their personal stories and experiences, but if you decide to, confidentiality will be maintained.

## 7. Recruitment and selection process

We ask consumers, carers and community members interested in joining the RCH Children's Cancer Centre Carers Network to submit a one-page cover letter and resumè addressing why you want to be a Network member and how your skills and experience align with role requirements and key selection criteria as outlined in the *Royal Children's Hospital Children's Cancer Centre Carers Network Parent Member Position Description*.

**Applications are to be emailed to [consumer.partnerships@rch.org.au](mailto:consumer.partnerships@rch.org.au) .**

Please ensure you include a contact phone number and/or email address as part of your application.

If you prefer to submit your interest via phone, please call 03 9345 6429 between 10am-4pm Monday to Friday (excl public holidays)

All applications will be reviewed by a panel of current RCH Children's Cancer Centre Carers Network parent members and RCH staff. Shortlisted applicants will be invited to attend a 20 minute interview.

All applicants will be contacted with regard to the status of their application.

## 8. Further Information

If you would like more information on the RCH Children's Cancer Centre Carers Network please contact:

Gayle Wurm

Partnerships and Consumer Engagement Advisor

Email: [consumer.partnerships@rch.org.au](mailto:consumer.partnerships@rch.org.au) Phone: 03 9345 6429 (10am-4pm Monday to Friday, excl public holidays)

You can also find out about the Children's Cancer Centre Carers Network via - [Carers network : Children's Cancer Centre Carers Network \(rch.org.au\)](#)

The Royal Children's Hospital 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.

**Thank you.**