

Position Description

Position title	Data Quality Officer
Department / Division	Victorian Paediatric Integrated Cancer Service (PICS) / Medicine
Classification	Grade 3 Year 1 – Grade 3 Year 5 (AO31-AO35)
Position reports to	Operational: Deputy Manager, Paediatric Integrated Cancer Service
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital

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

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.

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.

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/>.

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

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

ROLE CONTEXT

The Victorian Paediatric Integrated Cancer Service (PICS), hosted by The Royal Children's Hospital, is Victoria's statewide network for improving childhood cancer services. Operating within the Victorian Integrated Cancer Services (VICS), PICS has spent 20 years driving collaboration, integration and system reform across metropolitan and regional providers. It leads a family-centred, evidence-based approach to paediatric cancer care, working across

organisational boundaries to ensure consistent, high-quality practice. With a strong focus on coordinated care, supportive care pathways and meaningful consumer engagement, PICS is shaping a more responsive, equitable and future-ready paediatric cancer care system for children and families.

ROLE PURPOSE

This role works as part of the Victorian Childhood Cancer Outcomes Registry (VCCOR) team on initiatives that improve the completeness and accuracy of data. This role focuses on identifying and reporting data gaps, auditing medical records where automation is not possible, and retrospectively entering data in line with registry definitions, protocols, and governance requirements.

KEY ACCOUNTABILITIES

Stakeholder Management

- Work collaboratively with clinicians, administrative staff and the multidisciplinary team to collect complete and accurate data for the Registry.
- Support positive working relationships with site staff by responding to routine data queries and clarifying documentation requirements in a timely and professional manner.

Administration & Audit

- Audit electronic and paper-based medical records at participating sites to verify data accuracy and completeness where automated capture is not available.
- Extract, interpret and enter clinical, demographic and outcome data in line with approved data dictionaries and SOPs, ensuring data is recorded consistently.
- Liaise with clinicians and health information services to clarify records and resolve data discrepancies.
- Contribute to routine and ad-hoc data quality audits and support continuous improvement of data quality processes.
- Lead the ongoing development, review and maintenance of administrative processes to capture VCCOR data in a consistent manner.

Quality

- Identify, investigate and escalate missing, incomplete or inconsistent registry data to the VCCOR Manager.
- Apply validation rules and quality checks to ensure registry data meets agreed completeness, accuracy and consistency standards.
- Maintain clear and auditable documentation of data sources, assumptions, audit findings and corrections.
- Assist in monitoring and reporting on key performance indicators.
- Ensure compliance with privacy, confidentiality, ethics approvals and information security requirements in all registry activities.
- Meet agreed data entry targets and reporting timelines to support registry deliverables and reporting requirements.

Team Work

- Work effectively as part of the Registry team to support timely, accurate and high-quality data collection across participating sites.
- Demonstrate active participation in team meetings, contribute to shared goals, and support a collaborative and positive team environment.
- Seek guidance and escalate issues appropriately while also showing initiative in resolving routine matters within scope of role.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Experience or interest in health data entry, administrative support, or clinical audit work.
- Basic familiarity with electronic medical record systems and databases, or ability to learn quickly.

Desirable:

- Qualifications and/or experience in a health-related field (e.g. public health, health promotion, health information management, health administration, medicine, nursing, allied health).
- Knowledge of clinical terminology.
- Experience working with clinical quality registries or research databases.
- Experience with data quality assurance or audit processes.

KEY SELECTION CRITERIA

- Analytical and methodical approach to work.
- Ability to accurately extract information from medical records with guidance and training.
- Highly developed organisational and planning skills.
- Ability to handle confidential and sensitive information with discretion.
- Understanding of the importance of patient privacy, confidentiality, and data security.
- Ability to work independently while collaborating with a multidisciplinary team.
- Ability to develop clear written communication for documentation and issue escalation.
- Good organisational skills and ability to manage routine, repetitive tasks to deadlines.
- Strong attention to detail and willingness to follow standardised processes.

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 LGBTIQI community and people with disability.

Position description last updated	March 2026
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