

Position Description

Position title	Allied Health Assistant – Social Work (Complex Care Hub)
Department / Division	Social Work Department / Division of Ambulatory Services and Allied Health
Classification	Year 2 or Year 3 (IN29 to IN30)
Position reports to	Manager Social Work and Spiritual Services
No. of direct & indirect reports	Nil
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids.

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 Royal Children's Complex Care Hub is an interdisciplinary service that has been established to lead and coordinate the health care experiences for complex patients and their families. Patients with complex needs frequently require multiple teams, advanced technology and medical equipment to support their care needs, both within the hospital and at home. The Royal Children's Hospital Social Work Department provides a range of psychosocial services to children and their families referred to the Complex Care Hub. Working in close collaboration with medical, nursing and allied health staff RCH social workers provide social and emotional assessment, support and intervention for children and family

where issues are identified as impacting on quality of life and outcomes for the child. This includes areas such as adjusting to a new diagnosis, chronic illness, disability, trauma, bereavement, social issues impacting on the child's wellbeing and family functioning, parenting difficulties, psychological health issues, child behavioural issues and a broad range of social support issues.

ROLE PURPOSE

The purpose of this role is to support the Royal Children's Hospital Complex Care Hub social work program to provide an integrated, coordinated and family centred approach to care for identified complex patients and their families. This role will optimise care, by assisting families with practical tasks related to their child's condition.

The Allied Health Assistant will work as part of a motivated team where responsibilities include the organisation and communication of a range of administrative and patient related activities. These include working in a support role with patients and families to complete applications for services and benefits, sourcing practical advice and support to patients and families and work to the direction of social workers within the team.

This role involves a high level of interactions with patients and their families in the hospital and over the phone and potentially in their homes.

KEY ACCOUNTABILITIES

- Facilitate the provision of high quality patient care by communication and collaboration with the current staff involved in the child's care and treatment
- Source, collate, maintain and update ward and department resources including charities, family support service information and accommodation options.
- Assist with applications for philanthropic support or patient amenity funds
- Assist with paperwork relevant to patient discharge planning where required, including through referral to external agencies
- Assist with photocopying as required and directed by social workers and administrative staff
- Assist with preparation for group sessions as required by the relevant social worker
- Participate in Social Work staff meetings, stream meetings and other meetings relevant to the position
- Ensure all patient contact is documented in the EMR and, maintain appropriate activity statistics as directed
- Assist in the orientation of new staff and students
- Consult effectively with Stream Leader and allocated supervisor.
- Carry out other appropriate duties that will contribute to the efficient running of the Social Work Service in conjunction with the relevant social work staff member.
- Always maintains patient and staff confidentiality in accordance with RCH policy
- Participates in quality assurance and related programs, that support the operations of the Social Work Department
- Attends in-services, meetings and training as required
- Actively contributes as a team member
- Undertakes any other duties as directed within the skill level for which the Allied Health Assistant has been trained
- Ensures compliance with all organisational and Victorian Government policies and procedures

QUALIFICATIONS AND EXPERIENCE

Essential:

- Previous experience in allied health assistance, or related health fields
- Formal Qualification in Allied Health Assistance, Community Services or equivalent

Desirable

- Previous experience within a Social Work Department

KEY SELECTION CRITERIA

- Previous experience in allied health assistance, or related health fields
- Ability to work with initiative, autonomy and as part of a team
- Ability to prioritise competing needs and work flexibly
- Demonstrated time management and organisational skills
- Excellent interpersonal skills
- Enthusiasm to learn new skills and technology within the scope of the position

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check, a NDIS worker screening check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check and NDIS screening 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

October 2025