

## Position Description

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| <b>Position title</b>                       | Allied Health Assistant  |
| <b>Department / Division</b>                | Nutrition & Food Services / Allied and Digital Health  |
| <b>Classification</b>                       | Allied Health Assistant<br>Grade 3 - IN30  |
| <b>Position reports to</b>                  | Manager Nutrition and Food Services  |
| <b>No. of direct &amp; indirect reports</b> | N/A  |
| <b>Location</b>                             | The Royal Children's Hospital, Flemington Road, Parkville  |
| <b>Risk category</b>                        | Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids. |

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| <p><b>The Royal Children's Hospital</b></p> <p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</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 <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</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 <a href="http://www.rch.org.au">www.rch.org.au</a></p> |
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| <p><b>ROLE CONTEXT</b></p> <p>The Department of Nutrition and Food Services at The Royal Children's Hospital incorporates the clinical dietetic service, the Main Kitchen that caters for inpatient meals and the Central Formula Room that produces formula, enteral feeds and fortifies expressed breast milk to meet the nutritional needs of patients.</p> <p>Dietitians provide services to inpatient medical/specialty units and to specialist outpatient clinics and are available to consult on all aspects of infant and child nutrition including assessment, recommendations for nutritional</p> |
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management, implementation of therapeutic diets, enteral feeding and tube weaning within the hospital setting. We are a registered NDIS Nutrition service to provide disability-related nutrition supports to eligible patients. We also support many families on our Home Enteral Nutrition (HEN) Program. The total Allied Health Assistant (AHA) EFT in Nutrition is 1.0EFT and the AHA works closely alongside the HEN Technician and Dietitians.

The Nutrition and Food Services Department sits within the Allied Health Directorate within Allied and Digital Health in the organisational structure at the Royal Children's Hospital.

### ROLE PURPOSE

The AHA is employed within the Department of Nutrition and Food Services to contribute to the clinical work and efficient operations of the department, under the guidance and direction of the dietitians and the HEN Technician.

The AHA will undertake a range of support activities in both the inpatient and outpatient areas which will include:

1. Delivering education to inpatients and outpatients
2. Pre-clinic phone calls
3. Assisting with operation and maintenance of body impedance and indirect calorimeter machines
4. Varied patient-related administrative duties with a focus on the HEN program

### KEY ACCOUNTABILITIES

#### Provision of Care

- Provide clinical care to children and adolescents in inpatient and outpatient settings as prescribed by and under the supervision of a dietitian. This is done in conjunction with the dietitians, patient and family
- Ensure timely provision of clinical care through appropriate prioritisation of own workload
- Ensure consent has been obtained and documented by the responsible practitioner
- Work within the scope of authority and consent provided by the patient/family when performing healthcare activities
- Provide enteral feeding pump training to families transitioning to the Home Enteral Nutrition (HEN) Program.
- Deliver HEN-related education and nutrition support to patients and families to facilitate safe and timely discharge.
- Document patient care activities in the Electronic Medical Record (EMR) in accordance with RCH and professional requirements.
- Monitor and report changes in patient status or circumstances to the treating clinician that may impact care planning or outcomes.
- Assist clinicians in the planning and preparation of patient care activities.
- Work collaboratively with dietitians, the HEN Technician and manager to support the delivery of quality nutrition services.
- Maintain patient and family confidentiality at all times in accordance with organisational policy and legislative requirements.
- Undertake other duties within the scope of practice, training and competency of the AHA role.

#### Lifelong Learning

- Solicit formal and informal feedback on a regular basis, and act upon it as appropriate to improve performance
- Identify personal and professional development needs, and plan and implement strategies for achieving them
- Achieve and maintain competency in relevant knowledge and skills in line with the role and scope of practice.

### **Collaborative Practice**

- Provide child-centred, family-focused care through partnership with parents/ families
- Demonstrate ability to cooperate and work well with others in the pursuit of team goals
- Actively participate as part of a team to ensure ongoing excellence in service delivery
- Understand and respect own role and the roles of others in the provision and coordination of care.
- Collaborate with the HEN Administrative Officer and broader nutrition team to support the effective operation of nutrition programs.
- Support the coordination and administration of the HEN Program, Oral Supplement Program and Nutrition NDIS Program.

### **Communication**

- Demonstrate well-developed verbal communication and interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Communicate effectively with patients and families to ensure their understanding
- Provide timely and accurate feedback to clinicians regarding patient issues, concerns or changes in status.
- Manage HEN and oral supplement enquiries and orders from families and maintain accurate records and database entries

### **Continuous Improvement**

- Participate in audits, monitoring activities and quality improvement projects as directed.
- Identify opportunities for service improvement and contribute feedback to support enhanced patient care and operational efficiency.
- Report equipment faults, damage, incidents, hazards and near misses in accordance with organisational requirements.
- Maintain compliance with RCH policies, procedures and standards relating to quality, safety, risk management and infection prevention.

### **Supervision, Leadership and People Management**

- Participate in clinical supervision in accordance with local standard operating procedures and/or the RCH Allied Health Clinical Supervision Guideline which are based on the DHHS Allied Health Clinical Supervision Framework

### **Organisation and Planning**

- Demonstrate developed organisational skills
- Maintain stock levels and ordering clinical supplies, including oral supplements and feeding equipment, through approved procurement systems.
- Coordinate the ordering, receipt, storage and distribution of stock and equipment.
- Maintain sample stock supplies and ensure resources are available to support clinical service delivery.
- Report workplace incidents, injuries and hazards within required timeframes using VHIMS.
- Apply safe manual handling techniques, infection prevention measures and safe use of cleaning products in accordance with organisational guidelines.
- Adhere to the RCH Code of Conduct and all relevant organisational policies and procedures.

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Certificate IV in Allied Health Assistance (Nutrition & Dietetics)
- Experience in working directly with paediatric patients as an AHA
- Previous experience in a hospital setting
- Proficient computer skills

### Desirable:

- An understanding of the healthcare sector
- Experience working in a health or related field
- Demonstrated experience working in a nutrition department as an AHA
- Experience working in a multidisciplinary team

## KEY SELECTION CRITERIA

- Demonstrated skills to implement and facilitate therapy programs/education designed by a dietitian.
- Demonstrated skills in assisting professionals and families in the safe use of equipment and maintaining equipment.
- Ability to maintain records of work undertaken with patients
- Ability to maintain accurate data in departmental databases
- Evidence of well-developed interpersonal skills and communication strategies, interaction and self-reflection skills to enable effective work with people of different personalities and backgrounds.
- Ability to work effectively in a team and also independently.
- Highly motivated, with demonstrated enthusiasm and initiative.
- Demonstrated ability to work with competing demands and to appropriately prioritise.
- Demonstrated solution-based approach to overcoming challenges.
- High level of computer literacy.

## OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check, a Working with Children Check and an NDIS Worker 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 LGBTQI community and people with disability.**

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| <b>Position description last updated</b> | <b>July 2026</b> |
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