

Position Description

Position title	Allied Health Assistant
Department / Division	SASH/Division of Allied and Digital Health
Classification	Allied Health Assistant Grade 3 (IN30)
Position reports to	Team Coordinator, Sexual Assault Support Services
No. of direct & indirect reports	N/A
Location	Werribee/The Royal Children's Hospital, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

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
Support After Sexual Harm (SASH) at RCH provides therapeutic interventions and support for children/young people and their families, who have experienced sexual violence or engaged in harmful or problematic sexual behaviours. SASH is committed to the following pillars of practice: • Diversity and inclusion • Trauma model of recovery

- Collaborative and integrated service delivery with children, their families and partner agencies
- Child-centred family-focussed ecological model
- Child Rights and justice.

SASH is a Member of Sexual Assault Services Victoria (SASVic) and is a multidisciplinary team of clinicians with specialist skills and qualifications in working with children who have experienced sexual assault and engaged in harmful sexual behaviour and their families. SASH sits within the Allied and Digital Health Directorate at RCH.

ROLE PURPOSE

The Allied Health Assistant, SASH is responsible for performing a broad range of clinical support duties, involving a high level of interaction with children and their families and various staff and professionals within and outside the RCH. The role is positioned as part of SASH's intake service and will support efficient and timely access to specialist therapeutic sexual assault support services for children and their families, and promote a child-centred, family focused approach to all phases of intervention at SASH. The role will also support the leadership team with administrative and clinical quality improvement projects to optimise client care and experience.

KEY ACCOUNTABILITIES

Clinical

- Support SASH Administration team and SASH Intake Clinicians to triage enquiries and referrals to SASH.
- Communicate SASH referral and eligibility criteria to families and other professionals.
- Support families to refer to alternate services when SASH is not identified as the appropriate service.
- Schedule and amend appointments in line with the Department's booking processes and procedures.
- Facilitate the provision of high-quality patient care by communication and collaboration with clinicians and managers involved in the care of children and their families.
- Source, collate, maintain and update department resources including family support service information, marketing and promotional materials and therapeutic and crisis response resources.
- Document all patient contacts in an accurate and timely manner in the RCH Electronic Medical Record and maintain appropriate activity statistics as directed
- Fulfill Department of Families, Fairness and Housing reporting requirements for SASH including data entry with support from the SASH Team.

Quality and safety

- Contribute to the ongoing development, review and maintenance of clinical and administrative processes.
- Support the implementation of Patient Reported Experience Measures (PREMS) to support clinical and operational quality improvement projects.
- Report accidents, work injuries and potential work hazards with 24 hours of occurrence, using mandated VHIMS reporting software.

Communication and teamwork

- Interact positively with children, young people, families and RCH staff and clinicians.
- Work collaboratively with multidisciplinary teams.
- Actively participate as part of a team to ensure ongoing excellence in service delivery and contribute to continuous improvement.
- Provide support for SASH reception and patient facing duties including phone calls and appointment bookings during periods of staff absences.

Financial management

- Adhere to financial policies.
- Order administrative supplies via purchasing and financing system.

Organisation and planning

- Prioritise workload and tasks effectively.
- Ability to use initiative and work under direction

Other

- Undertakes any other duties as directed within the skill level for which the Allied Health Assistant has been trained

QUALIFICATIONS AND EXPERIENCE

Essential:

- Previous experience in an allied health assistant role, or related health fields
- Formal Qualification in Allied Health Assistance or equivalent
- Compliance with the Allied Health Assistants' National Association Code of Conduct

Desirable

- Previous experience working with databases and health record management and booking systems.
- Previous administrative experience in a public hospital or health care setting.

KEY SELECTION CRITERIA

- Previous experience in an allied health assistant role, or related position
- 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 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.
- Ability to work at all SASH locations as directed including the community-based sites in Melton and Werribee and at RCH in Parkville.

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

Jan 2026