

Position Description

Position Title	Allied Health Assistant – Social Work Department		
Department/ Division	Social Work / Division of Nursing and Allied Health		
Classification	Allied Health Assistant – qualified (TC1 or TC2)	Employment Status	Casual
Position reports to	Manager of Social Work and Pastoral Care		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital

The Royal Children's Hospital (RCH) has cared for the children and young people of Victoria since it was founded in 1870. As a tertiary and quaternary centre, the RCH cares for the most critically ill and medically complex paediatric patients in Victoria. In addition to providing a full range of clinical services, the hospital also supports many health promotion and prevention programs. With more than 6,000 staff, 12 wards and 350 beds, the RCH is the major specialist paediatric hospital in Victoria, and also provides care for children and young people from Tasmania, southern New South Wales and other states around Australia and overseas.

We are the state's busiest paediatric Emergency Department, often experiencing more than 300 presentations on any given day. The RCH is committed to working with health services across the state and plays a significant role in many critical state and nationwide services. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time, for the benefit of all Victorian children. The Royal Children's Hospital is committed to the safety and wellbeing of all children and young people. Click here for further information on our Commitment to Child Safety:

<http://www.rch.org.au/quality/child-safety/>

In April 2016, the RCH became the first Australian hospital to implement the world-leading 'Epic' electronic medical record (EMR). RCH has a strong focus on supporting the successful delivery of the Parkville Connecting Care program – a shared EMR with the Royal Women's Hospital, The Royal Melbourne Hospital and Peter MacCallum Cancer Centre.

The RCH is located within the Melbourne Biomedical Precinct, which is home to more than 45 world-class biomedical organisations, with collectively more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region.

Further information on the RCH including the new RCH Strategic Plan 2019-21 Great Care, Everywhere is available at www.rch.org.au

ROLE PURPOSE

The Royal Children's Hospital Social Work Department provides a range of psychosocial services to children and their families both in hospital and in the community. Working in close collaboration with medical, nursing and allied health staff RCH social workers 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 new diagnosis, chronic illness, 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.

The purpose of this role is to support the Royal Children's Social Work Department to provide an integrated, coordinated and family centred approach to care for patients and their families. This role will optimise care, by assisting families with practical tasks related to their child's hospitalisation or illness.

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.

KEY ACCOUNTABILITIES

Clinical

- 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 Department in conjunction with the relevant social work staff member.
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Quality, Safety and OHS

- Applies OH&S principles in accordance with the Occupational Health and Safety policies
- Report accidents, work injuries and potential work hazards with 24 hours of occurrence, using mandated VHIMS reporting software
- Applies all infection control standards within RCH infection control guidelines

Other

- Maintains patient and staff confidentiality at all times 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
- Adhere to the RCH code of conduct, policies and procedures, which incorporates RCH's organisational expectations of employees and managers as amended from time to time. This includes but is not limited to, Health and Safety, Quality, Business Continuity, Risk Management Responsibilities and Infection Control

QUALIFICATIONS AND EXPERIENCE

Essential

Desirable

- Current full Victorian driver's licence.
- Previous experience within a Social Work Department

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's Check throughout their employment.
- The employee needs to ensure that they maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

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

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

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 actively promote and celebrate our diverse team*
- *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 to others, because I want to make the best decision*

Potential employees will be required to undertake a National Criminal Record Check and a Working With Children Check.

QUALITY, SAFETY AND IMPROVEMENT

RCH Employees are required to:

- Act in accordance and comply with all relevant Safety and Quality policies and procedures
- Participate in and contribute to quality improvement programs and commit to RCH Values
- Comply with the Requirements of the National Safety & Quality Health Service Standards
- Comply with all relevant clinical and/or competency standards
- Comply 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, all members of the LGBTQI community and people with disability.

Position description last updated

March 2021