

Position Description

Position title	Change Lead - RCH Campus Mental Health Strategy
Department / Division	Strategy, Performance & Improvement / Critical Care
Classification	Grade 8 Level 1 to Grade 8 Level 5 (AO81to AO85)
Employment status	Part time or Full time, Fixed term
Position reports to	Program Manager, RCH Campus Mental Health Strategy
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

Launched in 2021, the Royal Children's Hospital (RCH) Campus Mental Health Strategy coordinated a comprehensive program of integrated, evidence-based approaches to mental health research, education, and care. The RCH Campus Mental Health Strategy is in its final stage of delivery. The Strategy has supported the development of two digital tools to ensure evidence-based, best practices in mental health screening and decision support.

This Behaviours of Concern (BOC) optimisation project aims to improve patient and family experiences by enabling early identification and documentation of behavioural support needs in relevant children and adolescents presenting with BOC, and children and adolescents who are neurodivergent, within the EMR, enabling proactive care planning, tailored coping strategies, and trauma-informed approaches. The Behaviour Support Profile (BSP) Tool documents and addresses the non-medical needs of patients, including communication preferences, sensory sensitivities, and coping strategies. The BSP helps staff tailor care to each patient, reducing distress and enhancing their sense of safety and wellbeing.

The Suicide Aggression Preventative Healthcare Evidence based Reform (SAPHER) Project modernises mental health risk screening, assessment and management within RCH. Under the project, a Risk Assessment and Formulation Tool (RAFT) has been developed by a multidisciplinary group of staff in collaboration with children and carer representatives and based on evidence-based and best practices in mental health risk management. The RAFT, embedded in EMR, supports the assessment, formulation and documentation of suicide, self-harm, aggression, developmental and psychosocial risks. The routine application of the use of the RAFT in clinical practice, forms a part of high quality, tertiary mental health care for infants and children 0 to 18 years.

The Strategy's final phase of work will deliver sustainable reform by embedding these resources within the Electronic Medical Record, as part of a comprehensive approach comprising fit-for-purpose digital infrastructure, people-centred workflow redesign, clinical leadership, workforce enablement and culture change.

ROLE PURPOSE

Reporting to the Program Manager, RCH Campus Mental Health Strategy, this role leads delivery of the SAPHER project, under the final phase of the RCH Campus Mental Health Strategy 2026/27.

The Change Lead plays a critical role in ensuring the change initiatives achieve their intended outcomes on time and within budget by driving staff adoption, effective utilisation and sustained behavioural change, while minimising resistance. The role focuses on the people side of change, and address the impacts to operational processes, systems and technology.

You will work alongside a broader team to build organisation-wide capacity and capability for sustainable improvement at RCH. Working alongside the broader team, you will help foster a culture of curiosity (to support a growth and learning mindset), inclusion (where evidence, data and people are critical), courage (to make change and support others to sustain change) and kindness (to take risk, fail fast and learn in a safe place).

KEY ACCOUNTABILITIES

Change management

- Implement structured change management approaches (e.g., PROSCI methodology) for large, complex projects and programs.
- Develop and execute a comprehensive change approach, including the design, development, endorsement, and delivery of change management plans and artefacts.
- Conduct and maintain impact assessments covering people, process, business, and system changes. Plan, manage, and track all change activities (including communications, training, and workflow updates) to ensure Business-As-Usual (BAU) readiness criteria are met ahead of go-live and that change is successfully adopted.

- Partner with Program Manager to ensure change activities are fully integrated into end-to-end delivery plans and schedules.

Stakeholder Engagement

- Build strong relationships and influence across project and broader business stakeholders to drive engagement and alignment. Lead the change management effort across all phases of the project lifecycle, including identifying, assessing, and mitigating change-related risks.
- Work in close partnership with Mental Health Clinical Director, Mental Health advisor, Clinical Educator, Clinical Champions and technology partners to undertake robust analysis of current (as-is) and future (to-be) states to inform change impact assessment and targeted change interventions.
- Support consumers and clinical teams through change, managing expectations and translating project impacts clearly.

Leadership and Improvement

- Provide expert evidence-informed change management advice to the program implementation team on progress, trade-offs, risks and enablers required to achieve sustained change
- Be an active member of the Strategy, Planning and Improvement team, contributing to improvement, workforce sustainability and organisational credibility.
- Share knowledge and practice to build change management capability across the broader Strategy, Planning and Improvement team.

QUALIFICATIONS AND EXPERIENCE

Essential

- Post graduate tertiary qualification in relevant field.
- Demonstrated experience leading change in complex, multi-stakeholder projects preferably within tertiary hospital settings.
- Knowledge and experience leading change within mental health services
- Demonstrated experience delivering Electronic Medical Record optimisation and clinical workflow transformation initiatives, with the ability to translate business requirements into sustainable practice change.
- Proven ability to lead change management in time-limited programs
- Skilled at engaging and influencing clinicians, operational leaders and consumers to achieve outcomes.
- High-level analytical and communication skills, including the ability to prepare robust change management plans.
- Commitment to equity, patient-centred care and the principles of continuous improvement.

Desirable

- Experience in a major public hospital or Victorian health sector setting.
- Familiarity with PROSCI methodology for change management
- Familiarity with co-design, or other improvement methodologies.
- Familiarity with mental health models of care, including understanding of suicide prevention approaches, risk formulation and safety planning.

KEY SELECTION CRITERIA

- **Change Management:** Skills and capability to design, implement and evaluate change management strategies that support successful adoption of complex initiatives within multidisciplinary healthcare environments
- **Communication and Influence:** Strong stakeholder engagement and communication skills, including the ability to influence clinical, operational and executive audiences.
- **Data and Digital Literacy:** Experience and proficiency in clinical information systems and decision support tools used within mental health services, with an understanding of their role in supporting clinical workflows, risk management, documentation and evidence-informed care. Ability to lead digital improvements and support clinical uptake.
- **Initiative and collaboration:** Proven capacity to work with initiative and autonomy while contributing constructively to a team.

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 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

August 2026