

Position Description

Position title	Clinical Nurse Liaison – Kids and Teens Pelvic Pain clinical Network
Department / Division	Gynaecology / Division of Surgery
Classification	RN G3B – YU11
Position reports to	Head of Unit - Gynaecology
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>. 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 Kids and Teens Pelvic Pain Hub clinical network will operate through a hub-and-spoke outpatient model, with RCH functioning as the central hub for intake, triage, specialist care, and system leadership, supported by a network of partnered "spoke" services delivering care closer to home. This role supports the ongoing operation, with a strong focus on client support, service coordination data collection and program delivery across the hub-and-spoke model. This includes development of multi-disciplinary service connections and referral supports.

The role supports central intake and referral pathways, contributes to education and capacity-building initiatives, and supports key elements of service performance, reporting, evaluation and seeking on going funding. The role contributes to a connected, accessible and scalable model of care, ensuring children and young people receive the right care, in the right place, at the right time.

ROLE PURPOSE

The Clinical Nurse Liaison is a registered nurse who applies advanced clinical knowledge and skills to provide nursing expertise to a specific patient cohort and/or specialised area of practice. This role facilitates patient triage and clinical decision-making and nurse led interventions at the point of referral or request.

KEY ACCOUNTABILITIES

Clinical Practice

- Review requests for service and/or referrals and contribute to timely access to appropriate care.
- Undertake comprehensive patient assessments and contributes to the development of care pathways, ensuring alignment with best practice and the individual needs of patients and families
- Provide nursing expertise to a specific patient cohort and/or specialised area of practice.
- Use critical thinking and analysis to plan evaluate and implement support
- Collaborate and consult with the nursing team and other multidisciplinary team members to achieve desired health outcomes for clients and their families
- Foster collaborative, multidisciplinary relationships across internal and external stakeholders to enable integrated and accessible care

Optimising health systems

- Influence and support stakeholder engagement to drive innovation and locally responsive service solutions
- Support the implementation of policies, procedures and service resources to support patients, families and referrers
- Coordinate communication and collaboration with key stakeholders to support timely, efficient and coordinated patient care.
- Contribute nursing expertise to referral, triage and patient flow processes within the specialised service or patient cohort.
- Maintain timely, accurate and legally compliant documentation, including the use of digital health systems.

Education

- Provide culturally and cognitively appropriate healthcare education to patients and their families on conditions, treatment plans, and self-care strategies supported by services resources
- Act as a clinical resource for colleagues and health professionals in relation to the specialised patient cohort or area of practice.
- Share specialised knowledge and contribute to informal education and capability development within the service.
- Maintain currency with evidence-based practice, clinical developments and resources relevant to the area of practice.

Quality (Research & Improvement)

- Participate in quality improvement initiatives, including audits and reviews to contribute to the ongoing enhancement of nursing practices and patient outcomes
- Identify opportunities for innovation and contribute to improvements to enhance service effectiveness and sustainability
- Use current evidence to inform assessment, care planning, coordination and clinical decision making.
- Collect and use relevant clinical information and data to inform improvement activities and evaluate outcomes.
- Participate in research or clinical improvement activities as appropriate and support translation of relevant findings into practice

Leadership

- Demonstrate leadership within the specialised area of practice through effective communication, collaboration and clinical role modelling.
- Mentor junior staff and students, contributing to their professional growth and development
- Contribute to strategic and operational planning, supporting the establishment, scaling and sustainability of the service
- Ensure timely and relevant reporting to internal stakeholders and external regulatory bodies
- Engage in reflective practice and ongoing professional development.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Essential: • Current registration as a Registered Nurse with the Nursing and Midwifery Board of Australia (NMBA) administered through the Australian Health Practitioner Regulation Agency (APHRA)
- Demonstrated commitment to ongoing personal and professional development, as evidenced in a Continuing Professional Development (CPD) record/Professional Practice Portfolio (PPP)

Desirable:

- Recent experience in adolescent nursing experience
 - Experience in community/school-based nursing
 - Experience /postgraduate studies in pelvic or sexual health nursing or education

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
- A current, full drivers' 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.

KEY SELECTION CRITERIA

- Facilitate a strong customer service culture with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers
- Demonstrated experience working with initiative, autonomy and lead others in the pursuit of team goals
- Excellent organisational and planning skills with ability to prioritise workload and competing demands
- Excellent verbal communication, interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Ability to handle confidential and sensitive information with discretion
- Demonstrated ability to respond flexibly to customer needs with the ability to develop practical solutions to problems and provide advice in area of expertise;
- Strong understanding of how processes and techniques interact with other related functions.

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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

July 2026