

Position Description

Position title	Communications Support Coordinator
Department / Division	Communications Division, Corporate Communications
Classification	Grade 3 Year 1 – Grade 3 Year 5 (AO31-AO35)
Position reports to	Communications Manager
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
The Communications Department is a dynamic and action-oriented team that drives internal and external communications and engagement for the RCH. The Department is responsible for: • Providing strategic and tactical communications advice to internal stakeholders • Developing engaging communications campaigns and content for consumers and staff • Media and issues management • Protecting and enhancing the reputation of the RCH

- The development and optimisation of the RCH's online and digital communications program, with a focus on innovation, quality user experience and ensuring strong, best practice governance processes
- Documenting and visually capturing various medical conditions, procedures, and patient cases using 2D and 3D imaging techniques.

ROLE PURPOSE

The Communications Coordinator will manage key processes and workflows that underpin the team's work, enabling them to create and deliver high-quality internal and external communications and keep our digital platforms humming.

KEY ACCOUNTABILITIES

Customer Service

- Provide responsive, accurate and helpful customer service, support and guidance to internal and external stakeholders.
- Manage requests for communications support, assessing and triaging queries thoughtfully, ensuring timely responses, follow-up and appropriate action.
- Manage loading, publishing and lifecycle of content for consumers and staff (including website and intranet content, news articles, newsletters, emails, reports and presentations).
- Support community management across RCH's social media channels, including monitoring comments and messages, responding to queries and escalating issues.
- Support the delivery of campaigns such as the Good Friday Appeal, working with photographers to gather content and imagery, supporting patients and families to get involved, chaperoning visitors and working with partners to ensure event coordination runs smoothly.
- Support teams to deliver events, with a focus on event administration and promotion.

Administration

- Maintain and update the team's key messaging bible, processes and other core documentation.
- Improve and maintain the Communications Department filing systems and content lifecycle management.
- Support in person, hybrid and online meetings and events through speaker and presentation management, and on-the-day tech support.
- Assist with scheduling, meeting coordination, note taking and documentation for the Communications Department.
- Assist in monitoring and reporting on activity and performance.
- Support the Director, Communications and Engagement and Communications Department with administrative tasks and problem solving where required.

Quality, processes and procedures

- Manage sensitive and confidential documentation and information appropriately.
- Maintain the Content and Consent Databases, ensuring patient safety, accuracy and compliance with RCH and external policies.
- Proactively identify opportunities to improve communications workflows and systems.
- Support the onboarding of new team members with relevant documentation and processes, ensuring accurate and secure record keeping.
- Actively participate and contribute to continuous improvement, ways of working and continuing education opportunities.

Teamwork

- Work collaboratively as part of a team, actively contributing to the goals of the Communications Department.
- Build and maintain strong relationships with key stakeholders, including clinicians, operational staff, patients, families, Campus partners, government agencies, and other health service providers, to support communication initiatives and campaigns.
- Be curious and seek out learning opportunities.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in administration, communications, marketing, public relations or a related field, or less formal qualifications with experience in the field.
- Six months to two years' experience in external and internal communications and/or corporate communications within a large and complex organisation.
- Demonstrated level of proficiency in organisation and planning.
- Demonstrated proficiency in communications and administration processes and a commitment to continuous improvement.
- Experience assessing, triaging and supporting a team to action a high volume of communications requests.
- Experience in content development such as drafting copy, proof reading, publishing and monitoring.

Desirable:

- Experience using communications systems or platforms like social media channels, email platforms, intranets or websites.
- Experience in a healthcare or government setting.
- Experience in event coordination.

KEY SELECTION CRITERIA

- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service and support.
- Highly developed verbal communication, interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders.
- Good writing, editing and proof-reading skills, with a strong attention to detail and accuracy.
- Ability to work with initiative, handle multiple tasks and deadlines, adapt to changing situations and adjust work accordingly.
- Ability to manage systems and documentation with precision.
- A proactive mindset and willingness to improve processes.
- Good judgement, ability to think critically, a keen eye for detail and an ability to identify risks, issues and opportunities.

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 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

September 2025