

## Position Description

<b>Position title</b>	Virtual Care, Consumer Engagement Officer
<b>Department / Division</b>	Virtual Care / Digital & Allied Health
<b>Classification</b>	Grade 4 Year 1 – Grade 4 Year 5 (AO41 – AO45)
<b>Position reports to</b>	Director Virtual Care
<b>No. of direct &amp; indirect reports</b>	Nil
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category C – Works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently.

<p><b>The Royal Children's Hospital</b></p> <p>The Royal Children's Hospital's (RCH) vision is <i>a world where all children thrive</i>.</p> <p>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.</p> <p>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.</p> <p>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 <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p>
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<p><b>ROLE CONTEXT</b></p> <p>The Virtual Care program sits within the Allied and Digital Health Division. The Allied and Digital Health Division leads the hospital's digital transformation agenda, and is responsible for the implementation, optimisation and governance</p>
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of digital health technologies, including the Electronic Medical Record, the RCH Patient Portal and virtual care platforms.

Virtual care is a strategic priority for RCH, enabling the hospital to deliver specialised paediatric care to children and families closer to home through technologies including telehealth, wearable devices, smartphone apps, digital portals, automation and AI. The Stage 1 Virtual Care Hub program will lay the foundational infrastructure, workforce capability and clinical models required to establish a centralised, sustainable virtual care service by FY28/29.

#### ROLE PURPOSE

The Consumer Engagement Officer is a dedicated consumer and community engagement role within the Virtual Care Hub program. The position is responsible for ensuring that the voices, experiences and needs of children, young people and families, including those from rural, regional, culturally diverse and digitally excluded communities are meaningfully embedded in the design, delivery and evaluation of the Virtual Care Hub. The role works in close partnership with the Director Virtual Care, Project Manager, and the Patient and Family Centred Care team.

The Consumer Engagement Officer coordinates and delivers consumer and community engagement activities for the RCH Virtual Care Hub, ensuring that patients, families and carers are active participants in the design, testing and evaluation of virtual care services. The role supports the establishment and ongoing administration of a Virtual Care Consumer Reference Group, coordinates co-design activities, and develops consumer-facing communications and resources. The position also provides administrative and data collection support to the program team to enable accurate reporting against grant Key Performance Indicators (KPIs) and acquittal requirements.

#### KEY ACCOUNTABILITIES

##### Consumer and Community Engagement

- Coordinate the establishment and ongoing administration of a Virtual Care Consumer Reference Group, including scheduling meetings, preparing agendas and papers, recording minutes, and following up actions, to ensure consumer voices inform program design and decision-making.
- Support the recruitment and onboarding of consumer representatives to program governance and co-design activities, working with the Patient and Family Centred Care team and community networks to reach diverse and underrepresented groups, including those from rural and regional Victoria.
- Plan and coordinate consumer co-design workshops and feedback sessions, working with the Project Manager and clinical teams to ensure consumers can meaningfully contribute to the design of virtual care tools, workflows and communications.
- Liaise with the RCH's existing consumer engagement infrastructure, including the Patient and Family Advisory Council and other consumer representative groups, to align virtual care engagement with broader hospital frameworks.
- Maintain an up-to-date register of consumer participants and engagement activities, consistent with RCH privacy and consent requirements.

##### Consumer Communication

- Develop and maintain consumer-facing resources and communications related to the Virtual Care program, including plain-language information about virtual care tools, the RCH Patient Portal and how to participate in feedback or co-design activities.

- Act as a first point of contact for consumer inquiries related to virtual care program participation, directing queries appropriately and providing timely, friendly responses.
- Coordinate the distribution of surveys, feedback questionnaires and evaluation tools to patients and families, supporting the program's KPI monitoring, including tracking Patient Portal adoption, appointment satisfaction and consumer experience of virtual care.
- Support clinical teams in Specialist Clinics and other departments to communicate with patients and families about virtual care options, including telehealth appointments, e-consults and remote monitoring tools.
- Contribute to the development of accessible, inclusive content that supports patients and families from diverse backgrounds, including those with limited digital literacy or technology access, to engage with virtual care confidently.

#### **Administration**

- Provide administrative support to the Virtual Care program team, including coordination of meetings, travel and logistics for consumer engagement events, and maintenance of program documentation and filing systems.
- Assist the Project Manager with the preparation of consumer engagement inputs for grant acquittal reports, executive briefings and RCH Foundation communications, ensuring activities and outcomes are accurately recorded.
- Monitor and collate consumer feedback data to support reporting against KPIs, including Patient Portal adoption rates, consumer satisfaction and uptake of virtual specialist clinic appointments.
- Maintain awareness of best practice in health consumer engagement and digital inclusion, sharing relevant resources and insights with the program team.

#### **Team work and Collaboration**

- Work as an active and collaborative member of the Virtual Care program team, supporting the Director Virtual Care, Project Manager, Senior Analyst Lead and Virtual Care Analysts in their respective workstreams.
- Build and maintain positive relationships with consumer representatives, clinical staff, the Patient and Family Centred Care team, Communications and other internal and external stakeholders.
- Promote a culture of consumer inclusion and health equity within the virtual care program, championing the perspectives of children, young people and families in all aspects of program delivery.
- Support the Family Services team and other hospital consumer engagement functions as required, consistent with the broader goals of the Allied and Digital Health Division.

### **QUALIFICATIONS AND EXPERIENCE**

#### **Essential:**

- Tertiary qualification in a relevant fields and /or relevant experience in community engagement, communications, health promotion, social sciences or a related field.
- Experience coordinating consumer, community or stakeholder engagement activities, including administrative and secretariat support to committees or working groups.
- Proficiency in Microsoft Office and experience using online platforms and content management systems for communication and engagement.

#### **Desirable:**

- Experience working in a health, hospital or community health setting, with an understanding of patient and family centred care principles.
- Familiarity with virtual care, telehealth or digital health tools and their use in consumer-facing settings.
- Experience coordinating co-design or participatory design activities with health consumers or community members.

#### KEY SELECTION CRITERIA

- Demonstrated experience coordinating consumer or community engagement activities, including providing secretariat support to advisory groups or committees.
- Proven ability to work effectively and respectfully with diverse consumer groups, including families from rural and regional communities, culturally and linguistically diverse backgrounds and those facing barriers to access.
- Strong written communication skills, with experience preparing plain-language consumer resources, meeting documentation and correspondence to a high standard.
- Excellent organisational skills with a demonstrated ability to manage competing tasks, maintain accurate records and meet deadlines in a busy, fast-moving environment.
- Excellent interpersonal and relationship-building skills, with the ability to work collaboratively across a multidisciplinary program team and with a broad range of external stakeholders.
- Proficiency in Microsoft Office and experience using digital platforms and communication tools.
- Commitment to patient and family centred care, health equity and the meaningful inclusion of consumer voices in health service design.
- Adaptable and willing to learn, with an ability to quickly develop understanding of virtual care tools and the RCH Patient Portal to support consumer engagement activities effectively.

#### 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
- 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 LGBTIQI community and people with disability.**

**Position description last updated**

May 2026