

## Position Description

<b>Position title</b>	Allied Health Clinician, Stepped Care Developmental Intake Team
<b>Department / Division</b>	Division of Ambulatory Services and Allied Health
<b>Classification</b>	Grade 2 Year 1 – Year 4 (VW1-VW4; VF6-VF9; VB1-VB4; PK1-PK4)
<b>Position reports to</b>	Operational: Program Lead Stepped Care Developmental Intake Team Professional: Manager, relevant discipline or discipline senior
<b>No. of direct &amp; indirect reports</b>	0
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids.

### 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.

### ROLE PURPOSE

This role sits within the Developmental Intake team who are responsible for providing the *Stepped Care* approach to developmental care, an award winning referral and triage model of care for patients who present with a developmental question. The Developmental Intake team are a team of skilled allied health clinicians who are experts in identifying the developmental needs of children and defining the appropriate pathway for ongoing developmental care. They are supported by senior medical and mental health teams within the hospital.

The Allied Health Clinician in the Stepped Care Developmental Intake Team will be an experienced developmental clinician with expertise in triage, assessment, diagnostics and working in a multi-disciplinary team. This role will ensure that children referred to the Royal Children's Hospital receive the 'gold standard' in developmental triage and will work with families and young people to support them through the process. They will draw on their community and hospital-based experience to identify referrals that require further investigation or case conference for successful triage.

They will be required to employ several triage methods within the model such as morning triage meetings, phone screening appointments, partnership meetings with key craft groups within the hospital, case conferences and telehealth or face to face intake appointments. They will be innovative thinkers and have the ability to work closely with internal RCH departments and community developmental care teams, to build strong working relationships to improve access to developmental care for families.

## KEY ACCOUNTABILITIES

### Provision of Care

- In consultation with the Stepped Care Program Lead, implement the day to day intake process for children with developmental concerns. This could involve a range of intake activities including reviewing developmental referrals, phone interviews with families and community health providers and face to face consultations as deemed appropriate.
- Provide excellent clinical care through skills in referral intake, triage, assessment, allocation, service knowledge and coordination of developmental services required.
- Provide high quality, accurate and timely documentation of all encounters with families and community health providers in the Electronic Medical Record (EMR).
- Provide support to RCH staff to facilitate appropriate follow up and care for the patient outside RCH for children with developmental concerns.
- In consultation with the Program Lead, identify the optimal pathway for children at risk of developmental delay and ensure timely access to appropriate internal and/or external services.
- Liaise with community providers to better coordinate patient care for children referred to the RCH with developmental concerns.
- Involve the family and child in decision making regarding assessment and service options.
- Contribute to the development of clinical resources required for intake and embed them in the processes for RCH and EMR.
- Contribute to the developmental evaluation process through accurate and timely data collection and reporting on referral triage process.
- Build strong collaborative relationships and work effectively with a range of internal and external key stakeholders.
- Demonstrate effective teamwork skills.
- Participate in improvement cycles to refine and improve the intake process throughout the project as required.
- Participate in clinical supervision in accordance with local standard operating procedures and/or the RCH Allied Health Clinical Supervision Guideline which are based on the DHHS Allied Health Clinical Supervision Framework.)

### Collaborative Practice

- Work effectively and collaboratively as part of a multidisciplinary team to develop and offer best care to children and families
- Consider different points of view and compromise, where necessary and appropriate, to reach consensus
- Communicate effectively with patients and families to ensure their understanding and that their needs and views are included in case formulations

### Health Values

- Work in a flexible manner and participate in other duties as allocated, consistent with skill level, to ensure equitable distribution of workload
- Challenge own and team cultural assumptions, and demonstrate culturally safe and sensitive practice
- Initiate, support and maintain continuous improvement in the growth and development of the role and service
- Participate in the review and development of the stepped care service delivery model of care as appropriate

### Professional, Ethical and Legal Approach

- Be aware and support others to be aware of the ethical and legal requirements of the role and adhere to the relevant professional code of conduct and guidelines
- Prioritise workload appropriately and complete tasks in a self-directed manner
- Develop a healthy support network for self and wider team
- Identify when others are becoming stressed or overloaded and offer support

### Lifelong Learning

- Identify personal and professional development needs, and plan and implement strategies for achieving them
- Support others to review, reflect on and evaluate their own practice
- Regularly seek and participate in two-way feedback of own performance through informal and formal supervision and performance reviews and evaluate feedback systematically, acting to improve performance as appropriate.

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Relevant Allied Health tertiary qualification.
- Current AHPRA registration (where required) and/or membership of an appropriate professional body
- Relevant experience working with and assessing children with developmental delay and associated disorders

### *For Occupational Therapist applicants:*

- Recognised graduate-entry qualification in Occupational Therapy (Bachelor, Masters or Doctorate)
- Eligibility for membership with Occupational Therapy Australia
- Clinical experience as an Occupational Therapist in paediatrics
- Uphold the OT Australia Code of Ethics

### *For Speech Pathologist applicants:*

- Recognised graduate-entry qualification in Speech Pathology
- Eligible for membership of Speech Pathology Australia (SPA)
- Meet the requirements of the SPA professional self-regulation program
- Uphold the SPA Code of Ethics

### *For Psychology applicants:*

- Completion of accredited Master or Doctoral program in a relevant area of practice recognised by the Psychology Board of Australia. (Note Master of Psychology qualification does not meet this criterion)
- Hold general registration with the Psychology Board of Australia (Board)
- Continuously satisfy the Psychology Board of Australia continuing professional development standards
- Uphold the Psychology Board of Australia Code of Ethics
- Hold an Area of Practice Endorsement with the Board in clinical psychology, clinical neuropsychology or educational and developmental psychology, or be eligible and willing to undertake a Board-approved registrar program for the purpose of gaining an area of practice endorsement

### *For Physiotherapy applicants:*

- Hold a Physiotherapy degree qualification from an accredited Course / University
- Satisfy the Physiotherapy Board of Australia Continuing Professional Development and Recency of Practice Guidelines.
- Uphold the Physiotherapy Board of Australia Code of Conduct.

### Desirable:

- Experience with telephone triage and/or telehealth
- Experience working in an acute hospital setting

## KEY SELECTION CRITERIA

- Excellent professional, interpersonal, interaction and self-reflection skills to enable effective work with people of different personalities and backgrounds.
- Demonstrated ability to build and maintain strong working relationships with key internal and community-based stakeholders including other professionals, departments and external agencies.
- Experience of working collaboratively in a multidisciplinary team context.
- Demonstrated skills in the assessment and provision of services to children with developmental disability/delay.
- Demonstrated problem solving skills and an ability to appropriately judge developmental care priorities.
- Commitment to ongoing education and skill development.
- Excellent verbal and written communication skills.
- Excellent computer literacy skills.
- Demonstrated flexibility and ability to quickly adapt in an environment of change.

## 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 LGBTIQI community and people with disability.**

Position description last updated

June 2024