

Position Description

Position title	Discharge Liaison Nurse
Department / Division	Banksia Ward / Division of Medicine
Classification	RPN Grade 3 Year 1 – RPN Grade 3 Year 4, (NP81 – NP74)
Position reports to	Operational: Nurse Unit Manager Professional: Director of Nursing
No. of direct & indirect reports	Not applicable
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

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
Banksia Ward is a 16-bed adolescent inpatient mental health unit at the Royal Children's Hospital (RCH), providing specialised care for young people aged 13 to 17 years. The ward includes a 2-bed Intensive Care Area (ICA) to support young people requiring a higher level of observation and acute intervention. Banksia Ward is staffed by a multidisciplinary team of healthcare professionals with extensive expertise in child, adolescent, and family mental

health. The team works collaboratively to deliver comprehensive, developmentally appropriate care, with a strong emphasis on family involvement and recovery-oriented practice for young people experiencing a wide range of mental health conditions, including affective disorders such as depression and bipolar disorder, difficulties with emotional dysregulation, acute behavioural crises requiring intensive intervention, eating disorders, anxiety disorders, and emerging personality vulnerabilities. Care is tailored to meet the complex and often co-occurring needs of adolescents in an acute setting.

ROLE PURPOSE

The Discharge Liaison Nurse is a specialist mental health nursing role responsible for providing proactive, time-limited post-discharge support for young people transitioning from Banksia Ward to community-based care. The period immediately following discharge from an acute mental health inpatient unit represents one of the highest-risk periods for suicide, self-harm, and re-presentation to mental health services. This role is designed to address the critical transition gap between inpatient and community care by providing proactive follow-up, engagement, and coordination with young people and their carers. Working in close collaboration with the multidisciplinary treating team and the Mental Health Nurse Bed Coordinator, the Discharge Liaison Nurse facilitates timely discharge planning, supports continuity of care, and promotes engagement with community mental health and other relevant support services. The role includes opportunities to establish therapeutic rapport with young people prior to discharge through ward-based contact, with ongoing follow-up delivered primarily via telehealth. Through proactive liaison, risk monitoring, and care coordination, the role aims to enhance recovery outcomes, reduce avoidable re-presentations, and support a safe and effective transition from inpatient to community care.

KEY ACCOUNTABILITIES

Clinical Practice

- Provide and ensure the delivery of safe, high quality, evidence-based nursing care
- Ensure patient and family needs are addressed, care delivered, and treatment evaluated to achieve optimal outcomes and timely discharge
- Advocate for the rights and preferences of patients, ensuring that care is delivered with compassion, cultural sensitivity, and respect for diversity
- Support and guide nursing staff in addressing complex patient care needs and fostering a patient and family centric approach
- Acts as a clinical resource, advisor and technical expert
- Collaborate and consult with healthcare teams, patients and families/carers to develop and implement patient care plans, ensuring the delivery of high quality, safe and efficient care

Optimising Health Systems

- Participates in multi-disciplinary meetings, working groups and committees to contribute nursing perspectives and advocate for patient and family centred care.
- Provides information and education to empower patients and carers to actively participate in their care.
- Promotes and supports a culture of continuous improvement with consideration of policies, regulations and national safety and quality standards, leading and facilitating quality activities and improvement processes within the ward.

- Contributes to the development and review of clinical guidelines for the service using an evidenced based approach and participates in developing these across the organisation.
- Uses data to extend knowledge, inform quality clinical decision making and enable improved outcomes.
- Education
- Provide culturally and cognitively appropriate healthcare education to patients and their carers on conditions, treatment plans, and self-care strategies
- Facilitate the professional development of nurses through role modelling, mentoring and coaching
- Assist in identifying staff training needs and collaborate with the education team to coordinate opportunities and enable access to relevant education
- Maintain currency with evidence-based practices, research findings, and educational resources relevant to the specialty area

Research and Improvement

- Contributes to continuous improvement through identifying areas of opportunity, collecting and analysing data, implementing evidence-based strategies and undertaking ongoing evaluation of outcomes.
- Monitors and evaluates clinical practice and demonstrate analytical skills in accessing and evaluating health information and research evidence.
- Supports clinical enquiry and translation of research into practice, extending knowledge base to inform best clinical decision making.
- Participates in research projects and, as relevant clinical trials, collaborating with researchers to translate findings into practice and improved patient outcomes.

Professional Leadership

- Provides leadership and guidance to nurses, and the multi-disciplinary team, through promoting a positive work environment and fostering a culture of continuous improvement.
- Actively participates in professional groups, forums, special interest groups and working groups to maximise learning opportunities and reflective practice.
- Engages in clinical supervision as a formal process of reflective practice to enable ongoing professional development.
- Demonstrates leadership by critical thinking and mentoring all staff, facilitating activities that empower the team in the delivery of care.
- Leads and empowers nurses to effectively plan and contribute to the discharge of all patients in and out of hours.
- Provides active leadership to ensure the nursing profession is represented in decision making within the speciality in-patient unit and as opportunity presents, beyond the local team environment.

QUALIFICATIONS AND EXPERIENCE

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 by a Continuing Professional Development (CPD) record or Professional Practice Portfolio (PPP)
- A postgraduate diploma in psychiatric/mental health nursing or completion of a specialist undergraduate Mental Health Nursing program or a specialist post basic course of training which led to registration as a Division 3 Nurse

Desirable:

- Clinical experience in a tertiary mental health setting
- Community mental health experience

KEY SELECTION CRITERIA

- Demonstrated clinical nursing skills and experience in the provision of effective and efficient child and adolescent triage, assessment and mental health care.
- Demonstrated ability to build and maintain working relationships with key stakeholders to maximise service coordination and cooperation as well as secondary consultation and capacity building with community agencies
- Demonstrated interest or experience in research, quality improvement and program evaluation.
- A commitment and evidence of evidence-based practice and continuing professional development including an ability to find and apply evidence in decision-making.
- Highly developed written and verbal communication skills and inter-personal skills
- Demonstrate awareness and understanding of legal obligations when working in a CAMHS context in Victoria
- A flexible and adaptable approach to functioning in a team environment that enhances the team's high performance

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

June 2026