

Position Description

Position title	Facilitator Chronic Illness Peer Support (ChIPS)
Department / Division	Adolescent Medicine / Medicine
Classification	Grade 4 year 1 – Grade 4 year 5 (AO41-AO45)
Position reports to	Program Manager: Chronic Illness Peer Support
No. of direct & indirect reports	1
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)

<p>The Royal Children's Hospital</p> <p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</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 https://www.rch.org.au/quality/child-safety/.</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 www.rch.org.au</p>
--

<p>ROLE CONTEXT</p> <p>The Department of Adolescent Medicine, Royal Children's Hospital Melbourne, is a multidisciplinary specialty department providing inpatient and outpatient care to adolescents experiencing both physical and mental health concerns. Sub-speciality teams within the Department of Adolescent Medicine include the Eating Disorders Service, the Gender Service, Transition Support Service, the Young People's Health Service and the Chronic Illness Peer Support (ChIPS) program.</p>

With a 35-year history, ChIPS is a vibrant, multilayered and diverse program that offers a wide range of opportunities to young people aged 12-25 living with a primary diagnosis of chronic illness. Based on peer support and youth participation principles, members are actively involved in the delivery of program activities.

Further information is available at www.rch.org.au/chips

ROLE PURPOSE

The Facilitator ChIPS is involved in the day-to-day running of the ChIPS program, including referral processing and psychosocial assessment; planning and co-facilitating structured intake groups; organising and executing social activities and camps; mentoring young people in leadership roles; providing one-on-one and/or family support that promotes group participation and administration tasks as required. The Facilitator ChIPS works collaboratively with ChIPS colleagues and young people to deliver high quality service activities aligned with the organisational strategy and values.

KEY ACCOUNTABILITIES

Program Delivery:

- In collaboration with the ChIPS Manager, and in partnership with relevant participants and volunteers, plan and deliver components of the ChIPS program, including structured groups, social activities, camps, peer leadership groups and training, monthly Reference Committee meetings and advocacy work
- On a need's basis, provide one-on-one single session support to participants consistent with qualifications
- Contribute to the development of leadership skills of the ChIPS Reference Committee, Peer Leaders and other active program participants
- In collaboration with young people, organise and oversee social activities within clearly defined standards, budgets and timeframes

Leadership:

- Work collaboratively with a multidisciplinary team, including season medical staff and volunteers
- Foster professional supportive working relationships with internal and external stakeholders
- Assist in monitoring and reporting on key performance indicators
- Maintain confidentiality, ensuring compliance with privacy obligations and other legislative requirements as appropriate
- Work collaboratively with a committee of young people to plan and facilitate social events or camps as required
- Participate in regular supervision with the Program Manager, group or individual supervision with external supervisor as required

Administration:

- Maintain accurate and up to date participant files via the Hospital's Electronic Medical Record
- Collect and securely store participant consent forms for activities and events

Quality:

- Represent the program across the RCH to encourage referrals
- Participate and contribute to the ongoing development and refinement of the ChIPS program
- Support ChIPS program quality improvement projects

QUALIFICATIONS AND EXPERIENCE

Essential

- Several years' experience in the field or a qualified tertiary graduate with minimum 2-3 years in a similar role
- Experience working with young people aged 12-25 years
- Strong organisational, planning and coordination skills

Desirable

- Understanding of the healthcare sector
- Group work experience
- Single Session Thinking training or willingness to obtain
- Experience organising and running community events

KEY SELECTION CRITERIA

- Knowledge of the issues affecting adolescents and young adults with chronic illness
- Knowledge of, and commitment to, peer support and youth participation principles
- Ability to build rapport and work effectively with young people
- Demonstrated ability to facilitate structured support groups for young people
- Demonstrated experience providing one-on-one support to young people and families experiencing disadvantage
- Proven capacity to plan and deliver events that accommodate participants with varying accessibility requirements
- Ability to work within a multi-disciplinary team and independently as required
- Knowledge of risk management and quality improvement in relationship to child and adolescent healthcare and patient safety
- Moderate skills in Microsoft Office, email and internet applications

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	April 2026
--	-------------------