

Position description

Position title	Family Healthcare Support Worker
Department / Division	Family Healthcare Support / Access and Clinical Operations
Classification	Home Care Employee Level 4, Year 1 (HCE41) – Home Care Employee Level 4, Year 2 (HCE42)
Position reports to	Manager, Family Healthcare Support
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville and/or RCH satellite locations or home and community settings
Risk category	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 <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
The RCH Complex Care Hub is an interdisciplinary service established to lead and coordinate the healthcare experiences of complex patients and their families. Patients with complex needs often require multiple teams, advanced technology, and medical equipment to support their care. A component of this service extends into the home or community setting, where trained healthcare workers provide support to children with complex medical needs, enabling parents to rest and attend to other responsibilities. The Royal Children's Family Healthcare Support team is an evolving service working in collaboration with the Complex Care Hub to coordinate this support component for eligible families.
ROLE PURPOSE
The purpose of this role is to provide support to children with complex medical needs in their home environment or other appropriate settings. The provision of this support allows parents the time to rest and attend to other responsibilities whilst their child is safely cared for by a trained Support Worker. Care is delivered independently, often in the absence of parents in line with the child's specific care plan. This care plan is developed in collaboration with the family, their medical specialists, and other members of the RCH team.
KEY ACCOUNTABILITIES
• Undertakes duties within skill level as directed following completion of specific training to support the child and family • Provide medical care interventions within the scope of the employee's training for eligible children and families • Provide care dependent on the individualized patient needs as per the parameters in their care plan, which may include personal care, specific medical interventions, giving tube feeds and medications • If specified, administer pre dosed medications in a competent manner within the scope of the Support worker training • If appropriate support children to access activities, education, and community outings • Provide care in a dignified manner, maintaining the child's privacy • Maintain the safety and well-being of the child as outlined in the child specific training manual and report any concerns to the parents • Be responsible for the safe management of equipment during shift times and report any concerns to the parents • Understand the Complex Care Hub team structure and how to escalate concerns to the relevant person • Complete documentation of care delivered during support shifts as required • Establish relationships with child and family that recognise professional boundaries Training • Completes the RCH Support Worker training program prior to working with children • Undertakes regular competency assessments to ensure skills are maintained and in line with current practice guidelines • Completes further training for any significant change in the child's care needs or undertakes refresher training as required • Completes mandatory RCH annual competencies • Participates in appropriate education sessions provided Occupational Health & Safety

- Be aware of safe working conditions and apply OH&S principles in accordance with the RCH Workplace Health and Safety policies.
 - Undertakes training on violence and aggression in the workplace and how to respond safely to incidents in the home environment.
 - Adheres to the RCH lone worker safety practices, including tracking procedures in place.
 - Apply recommended techniques and procedures for all lifting, pushing, and pulling processes
 - Be aware of the emergency evacuation plans at individual locations in the home and community
- Report accidents, work injuries and potential work hazards with 24 hours of occurrence using appropriate VHIMS reporting.

QUALIFICATIONS AND EXPERIENCE

Essential

- Strong ability to complete verbal and written assessments delivered in English
- Ability to travel independently
- Interpersonal skills and professional demeanor
- Efficient computer skills and the ability to enter data in accurately

Desirable

- Relevant qualification at nationally accredited certificate level 3 or equivalent
- First Aid to a basic certificate level
- Previous experience in supporting children with medical complexity

KEY SELECTION CRITERIA

- Ability to interact in an appropriate and professional manner
- Demonstrated effective communication and interpersonal skills
- Enthusiasm to learn new skills and technology within the scope of their position
- Ability to work independently and problem solve
- Knowledge of working documents such as policies, procedures, and statutory requirements
- Displays a commitment to providing quality service
- Demonstrated punctuality, time management and organisational skills

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:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

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