

## Position Description

<b>Position Title</b>	Family Healthcare Support Worker		
<b>Department / Division</b>	Family Healthcare Support		
<b>Classification</b>	Family Healthcare Support Workers (Level 3, Pay Point 2 – Level 4, Pay Point 1)	<b>Employment Status</b>	Part-Time, Ongoing 14.0FTE
<b>Position reports to</b>	Operational: Manager, Family Healthcare Support Professional: Manager, Family Healthcare Support		
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville		

### The Royal Children's Hospital

The Royal Children's Hospital (RCH) has cared for the children and young people of Victoria since it was founded in 1870. As a tertiary and quaternary centre, the RCH cares for the most critically ill and medically complex paediatric patients in Victoria. In addition to providing a full range of clinical services, the hospital also supports many health promotion and prevention programs. With more than 6,000 staff, 12 wards and 350 beds, the RCH is the major specialist paediatric hospital in Victoria, and also provides care for children and young people from Tasmania, southern New South Wales and other states around Australia and overseas.

We are the state's busiest paediatric Emergency Department, often experiencing more than 300 presentations on any given day. The RCH is committed to working with health services across the state and plays a significant role in many critical state and nationwide services. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time, for the benefit of all Victorian children. The Royal Children's Hospital is committed to the safety and wellbeing of all children and young people. Click here for further information on our Commitment to Child Safety: <http://www.rch.org.au/quality/child-safety/>

In April 2016, the RCH became the first Australian hospital to implement the world-leading 'Epic' electronic medical record (EMR). RCH has a strong focus on supporting the successful delivery of the Parkville Connecting Care program – a shared EMR with the Royal Women's Hospital, The Royal Melbourne Hospital and Peter MacCallum Cancer Centre.

The RCH is located within the Melbourne Biomedical Precinct, which is home to more than 45 world-class biomedical organisations, with collectively more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region.

Further information on the RCH including the new RCH Strategic Plan 2019-21 Great Care, Everywhere is available at [www.rch.org.au](http://www.rch.org.au)

### ROLE PURPOSE

The purpose of this role is to provide support to children with complex medical needs in their home environment or other appropriate setting. 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 and 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:**

- Ability to complete verbal and written assessments delivered in English
- Ability to travel independently
- Interpersonal skills and professional demeanour
- 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

**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's Check throughout their employment
- A current, full drivers 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.

**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
- Displays a commitment to providing quality service
- Demonstrated punctuality, time management and organisational skills

**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, all members of the LGBTQI community and people with disability.***

<b>Position description last updated</b>	<b>2020</b>
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