

Position Description

Position title	Physiotherapist – Complex Care Hub
Department / Division	Physiotherapy / Ambulatory Services
Classification	Grade 3 Year 1 – Grade 3 Year 4 (VB7 – VC1)
Position reports to	Operational & Professional: Manager of Physiotherapy
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
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
<p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</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>

ROLE CONTEXT
<p>The Physiotherapy Department works within the Directorate of Allied Health and is comprised of Physiotherapists and Allied Health Assistants, providing tertiary level care to inpatients and outpatients at RCH, with over 2,000 direct patient encounters per month. Our mission is to optimise children's health and function in partnership with families and provide evidence-informed physiotherapy care at the right time and in the right place.</p>

The Physiotherapy Department provides a clinical service seven days per week, including daytime and evening shifts. The Complex Care Hub provides a multidisciplinary team approach to support the care of eligible children across Victoria with chronic and complex medical needs. The goal of Complex Care is to coordinate and integrate care, partnering with families and community providers to deliver them best care closest to home. This role sits within the Physiotherapy cardiorespiratory stream. Areas of practice within this stream include acute and chronic respiratory, intensive care, post-operative, transplant, developmental care, complex care and aquatic therapy. Service delivery within other Physiotherapy streams may be required to meet workforce demands as directed by the manager.

ROLE PURPOSE

The Grade 3 Physiotherapist will provide specialist physiotherapy services to children and adolescents as part of a multidisciplinary team at RCH. The Physiotherapist, by working in close collaboration with medical, nursing and allied health staff at RCH will ensure that services provided to children at RCH are innovative, evidence-based and provided in a child and family centred context.

This role will work primarily with patients and families that receive support through the Complex Care Hub. The Complex Care Physiotherapist provides expert assessment, interventions and advise to optimise the care of children with medical complexity at home. This includes, but is not limited to: training non-medical carers to complete physiotherapy treatment techniques where appropriate; providing assessment and interventions for eligible patients and their family where unmet needs are identified in consultation with the Complex Care Hub team; and initiating and supporting, where appropriate, referral to services within and external to RCH to obtain best outcomes for patients and families.

KEY ACCOUNTABILITIES

Provision of Care

- Deliver excellent evidence-based practice physiotherapy assessments and interventions to support the management of patients within the Complex Care Hub program
- Manage a complex and varied clinical caseload
- Provide high level of clinical expertise with independent decision making
- Lead the ongoing development, review and maintenance of administrative processes and improved communication mechanisms
- Ensure timely provision of physiotherapy services through appropriate prioritisation of stream and departmental caseload and patient needs
- Be a source of clinical expertise, advocacy and guidance within the clinical stream, across the department and within the broader multidisciplinary team

Lifelong Learning

- Participate in professional development activities to ensure that best clinical practice is maintained
- Foster a culture in which feedback is used as a positive strategy to enhance goals, awareness, and learning
- Promote a culture in which clinical supervision is treated as part of core business of contemporary professional practice
- Model a commitment to continuing professional development and support junior staff in developing and accomplishing professional goals and objectives

Collaborative Practice

- Work in collaboration with the multidisciplinary team
- Demonstrate experience working with initiative, autonomy and leading others in the pursuit of team goals

- Have a flexible and adaptable approach to functioning in a team environment that enhances the team's performance to ensure ongoing excellence in service delivery and teamwork

Communication

- Highly developed verbal communication, interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Recognise issues that may lead to conflict, and constructively address issues as they arise
- Communicate effectively with patients and families to ensure their understanding and that their needs and views are included in plans and actions
- Ensure systems are in place for coordinating and performing appropriate clinical handover and arrange follow-up to ensure patient care is maintained

Continuous Improvement

- Balance priorities between clinical load and contribution to quality improvement activities
- Contribute positively to change processes, through demonstrating flexibility and openness to change
- Manage local risks and escalate appropriately to line manager and relevant stakeholders
- Lead and contribute to improvements in management and function of the Physiotherapy Department and Complex Care Hub

Supervision, Leadership and People Management

- Participate in clinical supervision in accordance with local standard operating procedures and the RCH Allied Health Clinical Supervision Guideline
- Provide clinical supervision to staff and students, and provide regular, constructive and developmental feedback to the team

Organisation and Planning

- Have highly developed organisational and planning skills with the ability to prioritise workload and competing demands

Research

- Understand the principles of evidence-based practice, and critically evaluate clinical practice in light of available evidence, experience and patient/family values and circumstances
- Find, critically review, evaluate and interpret literature and apply to current role and service
- Support a research culture and agenda

QUALIFICATIONS AND EXPERIENCE

Essential:

- Hold a Physiotherapy qualification from an accredited course/university
- Registration to practice as a Physiotherapist with the Australian Health Practitioner Regulation Agency (AHPRA)
- Satisfy the Physiotherapy Board of Australia Continuing Professional Development and Recency of Practice Guidelines
- Uphold the Physiotherapy Board of Australia Code of Conduct

Desirable:

- At least seven years of paediatric physiotherapy clinical experience
- Experience working in an acute tertiary hospital environment
- Experience working in an acute paediatric setting and/or a home-based physiotherapy service
- High levels of specialist physiotherapy knowledge relevant to the clinical stream
- Demonstrated experience in education and supervision of students and less experienced physiotherapists
- A relevant post-graduate qualification in a specialty field, and/or publication in peer reviewed journals

KEY SELECTION CRITERIA

- Excellent professional, interpersonal, interaction and self-reflection skills to enable effective work with people of different personalities and backgrounds
- The ability to motivate children of different ages and abilities
- Be an advocate for patients and their families
- Experience in supervision and clinical leadership of physiotherapy staff and students
- Demonstrated ability to manage competing demands and to appropriately prioritise and manage a caseload
- Excellent time management skills and high degrees of flexibility
- Demonstrated ability to function independently and collaboratively with evidence of good interpersonal skills and experience working in multidisciplinary teams
- Experience in continuous quality improvement, service development and leadership, including critical reflective practice
- Excellent computer literacy 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
- 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 2025