

## Position Description

<b>Position title</b>	Disability Liaison Officer
<b>Department / Division</b>	Allied Health / Division of Allied and Digital Health
<b>Classification</b>	Grade 3 Year 1 – Grade 3 Year 4 OT3/PT3/SP3/SW3/P3
<b>Position reports to</b>	Associate Director of Allied Health
<b>No. of direct &amp; indirect reports</b>	Nil
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids.

<b>The Royal Children's Hospital</b>
<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 <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</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 <a href="http://www.rch.org.au">www.rch.org.au</a></p>

<b>ROLE CONTEXT</b>
The Disability Liaison Officer (DLO) Program at the Royal Children's Hospital, provides support to people with disability to access healthcare.
<b>ROLE PURPOSE</b>

As a senior clinician, the Disability Liaison Officer will provide key clinical services and leadership in addressing barriers people with disabilities experience accessing health services at RCH. This role involves the provision of support for people with disability, their families, and carers to access relevant assessment and treatment. You will also provide capacity building across RCH to ensure that people with a disability are accessing relevant and essential hospital services.

## KEY ACCOUNTABILITIES

### Provision of Care

- Enable timely access to health care by supporting individuals with disability who are experiencing barriers to access the health services they need including preventative healthcare
- Make or coordinate reasonable adjustments across the continuum of care
- Collaborate with the following to navigate healthcare systems:
  - DLOs at other health services
  - community based organisations, and
  - individual's support networks
- Use multiple communication strategies to support information sharing with family/patient and balance the needs of the consumer with the medical team/health service
- Connect with varying departments/services, and liaise with support coordinators, external agencies across the intersection of health and disability
- Offer liaison input across the continuum of care (i.e., inpatient, outpatient, and community)
- Manage a complex and varied clinical caseload
- Provide high level of clinical expertise with independent decision making
- Maintain clinical documentation, records and data as per discipline specific guidelines and RCH procedures
- Actively participate in, provide and contribute to continuous improvement and continuing education opportunities
- Plan for, and effectively manage, contingencies that may affect the performance of healthcare activities
- Act to reduce error and sources of risk in own practice, as well as the broader discipline/ department and healthcare setting
- Ensure timely provision of DLO services through appropriate prioritisation considering caseload and patient needs
- Be a source of clinical expertise, advocacy and guidance on disability access and inclusion within the broader multidisciplinary team

### Lifelong Learning

- Participate in professional development activities to ensure that best clinical practice is maintained
- Ensure processes, frameworks and/or support tools are in place for enhancing learning through reflection
- Promote a culture in which clinical supervision is treated as part of core business of contemporary professional practice
- Foster a culture in which feedback is used as a positive strategy to enhance goals, awareness, and learning
- Maintain AHPRA registration or CPD as per relevant professional body)
- Actively promote an environment of lifelong learning

### Collaborative practice

- Influence or advocate for systemic change through creation of referral pathways, prioritisation of need and identifying gaps in acute/hospital services
- Collaborate on health commitments outlined in Inclusive Victoria: State Disability Plan (2022-2026) and next iteration
  - Co-design with people with disability
  - Aboriginal self-determination

- Intersectional approaches
- Accessible communications and universal design
- Disability confident and inclusive workforces
- Effective data and outcomes monitoring
- Provide broader staff education to build a disability confident workforce
- Support the delivery of disability action plans within health services
- Work in collaboration with multidisciplinary team
- Work with initiative and autonomy while leading others in the pursuit of team goals
- Promote and develop partnerships with healthcare and community providers as well as discipline networks
- Utilise a flexible and adaptable approach to functioning in a team environment to enhance the team's performance and ensure ongoing excellence in service delivery

#### **Communication**

- Apply a 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 addresses 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
- Facilitate open and effective communication across all levels of the individual Department and more broadly across the organisation
- Ensure systems are in place for coordinating and performing appropriate clinical handover and arrange follow-up to ensure patient care is maintained

#### **Continuous Improvement**

- Contributing to data collection related to program activity, outputs and impacts.
- Develop effective time management skills to balance clinical requirements and to contribute to continuous improvement activities
- Balance priorities between clinical load and contribution to quality improvement activities
- Lead and contribute to improvements in departmental management and function
- Complete quality activities in timely manner
- Act to reduce error and sources of risk in own practice
- Contribute positively to change processes, through demonstrating flexibility and openness to change
- Develop awareness of governance requirements including safety and quality clinical practice guidelines, procedures and policies including how they apply to clinical role
- Empower team to identify, analyse, report and manage risks
- Manage local risks and escalate appropriately to line manager and relevant stakeholders

#### **Supervision, Leadership and People Management**

- Participate in clinical supervision in accordance with local standard operating procedures and/or the RCH Allied Health Clinical Supervision Guideline which are based on the DHHS Allied Health Clinical Supervision Framework
- Provide clinical leadership in disability care, ensuring consultation with manager as appropriate

#### **Organisation and Planning**

- Apply highly developed organisational and planning skills with 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
- Evaluate current practice with respect to the evidence
- Find, critically review, evaluate and interpret literature and apply to current role/service

- Support a research culture and agenda
- Contribute to research agenda through assisting research projects (e.g., contributing to participant recruitment, data entry, questionnaire/audit design as part of a research project in work area)
- Appropriately share evidence (e.g., presents at journal club, special interest groups)
- Work with team/department to identify research gaps and take opportunities to engage academic partners (e.g. contributes to ideas for honours projects)

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Recognized Qualification in an Allied Health discipline with current registration with AHPRA (where relevant), or eligible for membership of relevant professional association.
- Relevant minimum of 7 years clinical and work experience in the disability, advocacy and health sphere.
- Working knowledge of NDIS processes, procedures and structures.
- Working knowledge of the Victorian public health care system.
- Demonstrated commitment to work and contribute as part of a team

### Desirable:

- Applicants with lived experience of disability will be highly regarded, particularly those with experience or understanding of intersectional identities including LGBTIQ+, Aboriginal and CALD people with disability
- Postgraduate qualification and/or experience in health systems and/or health service leadership, health promotion, disability inclusion Minimum 7 years' experience in health or related field

### ***For Occupational Therapist applicants only:***

- Hold an OT degree qualification or equivalent from an accredited course / university.
- Be registered with AHPRA and as such have satisfied the requirements of continuing professional development and recency of practice.
- Uphold the Code of Ethics, OT Australia

### ***For Physiotherapist applicants only:***

- Hold a Physiotherapy degree qualification from an accredited Course / University
- Be registered with AHPRA.
- Satisfy the Physiotherapy Board of Australia Continuing Professional Development and Recency of Practice Guidelines.
- Uphold the Physiotherapy Board of Australia Code of Conduct.

### ***For Speech Pathologist applicants only:***

- Hold a degree in Speech Pathology from an accredited university.
- Be eligible for Certified Practising Membership with Speech Pathology Australia.
- Eligibility for Certified Practising Membership must be maintained for the duration of employment in this role. Uphold the SPA Code of Ethics

### ***For Psychology applicants only:***

- Have a minimum of five years professional experience as a Psychologist Grade 2 (or equivalent).
- Hold an Area of Practice Endorsement with the Board in a relevant area of practice for this role.
- Hold Board-approved supervisor status, including Board approval as a 'Registrar Program Principal Supervisor'.
- Have an experience in clinical practice in the area of paediatric psychology.
- Demonstrated experience in functioning independently as a psychologist and provision of a range of psychology services.

- Demonstrated ability to supervise clinical staff and post-graduate students

**For Social Work applicants only:**

- Hold a degree in Social Work from an accredited university
- Eligible for membership of the Australian Association of Social Workers
- Meet AASW accreditation standards for Continuing Professional Education
- Uphold the AASW Code of Ethics

**KEY SELECTION CRITERIA**

- Experienced and skilled clinician with consolidated clinical assessment, formulation, and clinical reasoning abilities
- Excellent professional, interpersonal and self-reflection skills
- Autonomous behaviour, independence of thought, awareness of own effectiveness and internalised responsibility.
- Ability to work flexibly in a fast-paced clinical environment, managing competing demands according to departmental and organisational requirements
- Recognised experience and knowledge in the field of disability and ability to apply policies and processes to meet challenges of known or evolving disability support situations would be expected
- Extensive understanding of the needs and issues for people who have a disability and their carers/families and a comprehensive knowledge of the range of generic and specialist service options available to clients including but not limited to: physical, emotional and mental health, accommodation, legal matters, employment and education.
- Specialised and contemporary understanding of disability and an ability to apply this theoretical knowledge to client support
- Knowledge of complex conditions that impact on disability and the capacity to remain up to date with related developments
- Capacity for effective negotiation, conflict resolution and wide consultation at all levels, to maintain and foster key interpersonal relationships.
- Demonstrated commitment to building professional skills and capacity
- Communication, supervision and education skills of a level suitable for supervision of students, Grade 1 and 2 staff and Allied Health Assistants
- Demonstrated capacity to work constructively and collaboratively with a range of disciplines towards common goals
- Empathy and cultural awareness: pays attention to words, expressions and body language; paraphrases messages to check understanding; shapes responses to individuals, based on a range of information they have noted; communicates well with, relates to and sees issues from the perspective of people from a diverse range of cultures and backgrounds.
- The ability to engage children of different ages and abilities, and to advocate for patients and their families
- Demonstrated ability to manage project/research work independently
- 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
- 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