

Position Description

Position title	Koori Social & Emotional Wellbeing Officer (Mental Health)
Department / Division	Mental Health Department / Division of Medicine
Classification	COM DEV WR Grade 2B Year 1 – Grade 2 Year 6 YA50-YA54
Position reports to	Operations Manager
No. of direct & indirect reports	N/a
Location	The Royal Children's Hospital, Flemington Road, Parkville & Community sites
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

<p>The Royal Children's Hospital</p> <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>

<p>ROLE CONTEXT</p> <p>The RCH Mental Health (RCH MH) service comprises hospital and community-based services for children and young people aged 0-18 years. The community services are delivered from three key outpatient locations- Travancore, Sunshine and Hoppers Crossing and from the RCH main campus in Parkville.</p>
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The Koori Social and Emotional Wellbeing (KSEW) program fits within organisational, Aboriginal community, statewide and federal initiatives which are geared towards improving mental health outcomes for Aboriginal children, young people and families e.g. Close the Gap (Koolin Balit 2012-2022), The Aboriginal Social and Emotional Wellbeing Framework (Balit Marrup (2010-2027), the Victorian 10 year Mental Health Plan (2015) and the Aboriginal Health, Wellbeing and Safety Strategic Plan (Korin Balit-Djak 2017-2027).

ROLE PURPOSE

The KSEW Officer is responsible for supporting the delivery of Mental Health services to Aboriginal children, young people and their families, who are engaged with the RCH MH service in the community across all locations including the Banksia adolescent inpatient unit.

The role offers culturally-appropriate support through engagement, advocacy, advice, referral to services and supporting families in other appropriate ways to meet the needs of Aboriginal children and young people. Another key aspect of the role is providing the child, young person and their family with relevant information about the types of services available, their rights and responsibilities and to ensure a complete understanding of the child and young person's journey through the RCH MH service.

As an integral member of the MH service, this role is critical in liaising with MH clinicians and relevant stakeholders to support case management, the delivery of culturally-appropriate services which are holistic, consider social, emotional, cultural and spiritual health and incorporate broader cultural expertise and resources (e.g. culturally-specific spaces, materials and accessing Elder knowledge).

KEY ACCOUNTABILITIES

Provision of Care

- Function as an integral member of the RCH MH team, delivering services in line with the KSEWO Model of Care guidelines
- Provide culturally specific support, advocacy and engagement to Aboriginal and Torres Strait Islander children, young people and their families accessing the RCH MH service
- Engage Aboriginal and Torres Strait Islander children, young people and families in recovery-focused, culturally responsive care, to support social and emotional wellbeing, and service participation
- Maintain documentation, records and data as per Mental Health department guidelines and RCH procedures, including documentation in the Electronic Medical Record (EMR) and recording of contacts in RapidCMI
- Provide handover (where applicable) to required standard
- Actively contribute to continuous improvement

Lifelong Learning

- Participate in professional development activities to ensure that best practice is maintained
- Identify personal and professional development needs, and plan and implement strategies for achieving them
- Support others to review, reflect on and evaluate their own practice

Collaborative practice

- Provide child centred, family focused care through partnership with parents/ families
- Support clinical, cultural, and spiritual healing by providing cultural advice and facilitating connections with appropriate cultural expertise (e.g Elders) and community resources
- Collaborate with RCH MH teams, including Banksia Inpatient Unit, Wadja Aboriginal Family Place, and other key stakeholders to facilitate high quality, holistic, culturally inclusive care, as well as improving and

maintaining accessibility of service for Aboriginal and Torres Strait Islander children, young people and their families

- Work in partnership with the RCH MH Carer Consultant to facilitate and support feedback from Aboriginal and Torres Strait Islander families engaged with RCH MH, including satisfaction surveys and complaints processes
- Build and strengthen partnerships with Aboriginal Community Controlled Health Organisations (ACCHO's) to ensure RCH MH understands community needs and improves access to care for Aboriginal and Torres Strait Islander children, young people and families
- Co-design, implement and evaluate community-led initiatives that improve access to care and imbed cultural healing within RCH MH services (e.g. cultural groups, secondary consultation and reflective spaces with ACCHO's and other health, community or education services)
- Provide consultation across RCH MH on Aboriginal and Torres Strait Islander Social and Emotional Wellbeing (e.g. informing models of care, workforce capability, and strategies to improve access and health outcomes)

Communication

- Apply well-developed verbal communication and interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Communicate effectively with patients and families to ensure their understanding and that their needs and views are included in plans and actions
- Act to remove personal barriers to effective communication
- Take collective ownership of problems
- Consider different points of view and compromise, where necessary and appropriate, to reach consensus

Continuous Improvement

- Monitor and review activities related to the KSEWO Model of Care (in partnership with line manager) to identify strengths, gaps and opportunities for service improvement
- Contribute to evaluation and ongoing development of the KSEWO Model of Care in collaboration with supervisors and key stakeholders
- Actively contribute, as an individual and as a member of a team, to the continuous improvement of health care quality and patient safety
- Escalate risk appropriately within the healthcare team
- Achieve and maintain competency in relevant skills in line with departmental requirements relevant to the role

Supervision, Leadership and People Management

- Participate in operational and professional supervision in accordance with local standard operating procedures

Organisation and Planning

- Apply well-developed organisation and planning skills

QUALIFICATIONS AND EXPERIENCE

- This is an Aboriginal identified role (as per s12 of the Equal Opportunity Act 2010 (Vic))
- Demonstrated experience in assessing social, emotional and cultural needs and in the delivery of social and emotional wellbeing/mental health services to Aboriginal children, young people, and/or community members
- Demonstrated experience working with Aboriginal children, young people and/or families experiencing poor mental health and wellbeing
- Relevant professional experience in an Aboriginal health care or Aboriginal child and family services setting

- Demonstrated understanding of the social, economic and transgenerational issues impacting on Aboriginal mental health and wellbeing in Aboriginal communities and families including a sound knowledge of Aboriginal culture, values and history
- Demonstrated effectiveness in working in true partnership with other community mental health teams and community/family welfare agencies e.g. Aboriginal and mainstream services, to plan and implement effective interventions for Aboriginal children and young people experiencing complex mental health problems
- Demonstrated ability in assessing social emotional and cultural needs, making referrals and planning support services appropriate to identified needs
- Ability to work collaboratively in a multi-disciplinary team environment
- Capacity to liaise and negotiate with a range of Aboriginal and non-Aboriginal community service providers.
- Commitment to ongoing training and education
- Current Victorian driver's licence

KEY SELECTION CRITERIA

- Experience in working with Aboriginal and Torres Strait Islander communities to improve the health of, Aboriginal children, young people and families
- Demonstrated ability to build and maintain working relationships with colleagues, to maximise service coordination and cooperation and clinical outcomes for Aboriginal children, young people and families
- A history of, and commitment to, evidence-based practice and continuing professional development
- Demonstrated awareness and understanding of legal obligations when working in a CAMHS context in Victoria. E.g. Privacy Act, Health Records Act and Mental Health Act
- A flexible and adaptable approach to functioning in a team environment that enhances the team's high performance and the ability to work independently as required
- Excellent interpersonal, communication and advocacy 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	April 2026
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