

Position Description

Position title	Lived Experience Consultant
Department / Division	Strategy, Performance and Improvement / Critical Care
Classification	Lived Experience Worker Grade 4 Year to Grade 4 Year 4 (AK47 – AK50)
Position reports to	Operational: Change Lead, RCH Campus Mental Health Strategy
No. of direct & indirect reports	(N/A)
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is *A world where all kids thrive*.

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

Launched in 2021, the Royal Children's Hospital (RCH) Campus Mental Health Strategy delivered an integrated program of evidence-based mental health research, education and care, and is now in its final phase of delivery.

As part of this phase, the Behaviours of Concern (BOC) Optimisation Project will improve patient and family experiences by enabling early identification of behavioural support needs through the Electronic Medical Record (EMR). The Behaviour Support Profile (BSP) Tool captures communication preferences, sensory sensitivities and coping strategies, supporting proactive, personalised and trauma-informed care. Embedding these resources within the EMR will drive sustainable reform through improved digital infrastructure, workflow redesign, workforce capability and culture change.

ROLE PURPOSE

The Lived Experience Consultant will be a member of the BOC project team, providing advice on the consumer/carer requirements of the service to achieve best practise in trauma-informed care within RCH. The role will provide lived experience expertise by ensuring the perspectives of consumers and families are embedded throughout the design and implementation of the BSP in the EMR patient portal.

Drawing on lived experience as a parent or carer of a child or young person with mental health concerns and/or behaviours of concern, the Lived Experience Consultant will provide expert advice to inform the development of patient-centred workflows, digital solutions and patient education. This may include advice on strategies to maximise use of the patient portal to facilitate completion, review and sharing of the BSP, and accessibility of information for the service to respond to consumer needs.

The role will play a key part in ensuring the BOC optimisation project delivers improvements that enhance patient and family experiences, strengthen consumer partnerships, and support trauma-informed care across the RCH.

KEY ACCOUNTABILITIES

Collaborative Practice

- Work collaboratively as a member of the BOC project implementation team and help to foster engagement and relationships with key stakeholders.
- Represent the diverse backgrounds of RCH patients, family members, carers and community when providing expert advice.

Project Implementation

- Provide ongoing consumer and carer input into the design and delivery of the BSP and associated workflows, by drawing on your lived experiences to provide insights, advice and feedback.
- Review and provide advice on patient-facing workflows to ensure they are accessible, practical and responsive to consumer needs.
- Co-design and review patient and family education resources that support understanding and use of the BSP and patient portal.
- Advise on opportunities to leverage the patient portal to support completion, review and communication of the BSP between consumer families and the care team.
- Provide feedback on communication materials, digital content and implementation approaches to ensure they are clear, inclusive and person-centred.
- Participate in user testing, co-design workshops and consultation activities relating to the BSP and patient portal workflows.

- Identify barriers and enablers to consumer engagement and recommend improvements to enhance uptake and usability.

Quality Improvement

- Contribute to continuous quality improvement by identifying opportunities to improve consumer experience in relation to managing trauma-informed care.
- Support evaluation activities by providing feedback on consumer experience measures and identifying opportunities for continuous improvement.
- Provide advice on monitoring impact of solution design from a consumer and carer perspective.
- Support the development of recommendations that strengthen person-centred care and behavioural support across the organisation.

QUALIFICATIONS AND EXPERIENCE

Essential

- Qualification in a relevant field (e.g. mental health promotion, education, community services, peer work, organisational management).
- Previous experience working in mental health or mental health systems.
- Experience in working in lived experience or peer support roles with skills and resilience to use lived experience to inform mental health service design and development as well as service quality improvement.

Desirable

- Knowledge of behaviour support plans or care planning for children and young people with BOCs.
- Experience contributing to the design and evaluation of digital health initiatives or EMR patient portals.

KEY SELECTION CRITERIA

- Personal lived experience of caring for an infant, child or young person with mental health challenges and/or BOCs.
- Effective use of lived experience expertise to support the work of a multi-disciplinary team and advocate for the carer lived experiences.
- Demonstrated ability to build and maintain key working relationships across the organisation.
- Demonstrated ability to work with initiative, autonomy and lead others in the pursuit of agreed goals.
- Excellent organisational and planning skills.
- Demonstrated knowledge of Victoria's Mental Health system.
- Excellent verbal and written communication and interpersonal skills, with the ability to interact with a variety of stakeholders.
- Model excellent professional, interpersonal and self-reflection skills to enable effective work with people of different personalities and backgrounds

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 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

September 2026