

Position Description

Position title	Manager – Emergency Management and Business Continuity
Department / Division	Critical Care
Classification	Grade 7 Level 1 to Grade 7 Level 5 (AO71-AO75)
Position reports to	Chief of Critical Care
No. of direct & indirect reports	1 direct report
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

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 PURPOSE
<p>Reporting to the Chief of Critical Care, this role will execute the emergency management procedures & work closely with relevant departments to ensure that the procedures are effectively carried out. Together with other tenants, this role will manage the emergency management requirements for RCH which include but not limited to training, supporting, reviewing & guiding RCH in relation to emergency management & planning.</p>

KEY ACCOUNTABILITIES

Strategic Planning and Leadership

- Lead restorative reviews completed by the EM & BC team of all non-clinical emergencies in accordance with the Hospitals Restorative Review process
- Lead restorative reviews completed by the EM & BC team of all non-clinical emergencies in accordance with the Hospitals Restorative Review process
- Manage or assist in managing emergency management projects to ensure the success of any such projects
- Ensure timely and relevant reporting to internal and external stakeholders is completed as required

Customer Service

- Lead RCH staff in relation to emergency management and business continuity requirements to ensure compliance with relevant legislation and Standards
- Participate in Emergency Management Working Group and any other Hospital committee and working group as determined by the relevant committee's terms of reference
- Participate in external meetings and committees as needed to develop strong external relationships and to ensure critical infrastructure protection and evidentiary protocols (Victoria Police/Department of Health and Human Services)

Operational

- Oversee RCH training and education, ensuring compliance with the Australian Standards AS3745; AS4083 and AS5050
- Lead restorative reviews of all non-clinical emergencies in accordance with the Hospitals Restorative Review process
- Assist the Hospital Incident Commander as required with the activation of the Hospital Incident Management Team
- Manage the development and review emergency management and other hospital policies and procedures to ensure that emergency management outcomes are achieved
- Manage the development and delivery of other training as identified to ensure that staff are fully prepared for potential emergencies and to ensure compliance with relative legislation
- Manage the Hospital's statutory obligations, ensuring requirements relating to the Helipad Licence
- Manage risk by conducting hazard assessments, developing mitigation and continuity plans, and align with local/state/federal guidelines

Stakeholder Engagement

- Manage and conduct inductions for new staff which incorporates the hospitals 'All Hazards' approach
- Oversee the development, review and delivery of Zone Warden training program
- Liaise with RCH Departments to conduct emergency response exercises (drills), as requested
- Provide assistance to the facilities & project management team as requested

Business Continuity

- Oversee the development and maintenance of organisation wide business continuity plans to ensure plans are in place to continue operations in the event of a disruption.
- Conduct risk assessment and business impact analysis to identify critical function and dependencies and ensure these are well communicated across the organisation.
- Identify opportunities for improvement within Emergency Management and provide plans for action / Executive attention.
- Lead the communication across the organisation on the importance and best practise of business continuity planning and testing.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Relevant tertiary qualification in health, emergency management or business-related field with 4-6 relevant industry experience.
- Experience in Emergency Management and/or business continuity experience in a complex and multi-sited operational environment
- Proven experience in a leadership position and experience working as a senior team member

Desirable:

- Certificate IV in Training and Assessment (TAE40116 or equivalent)
- An understanding of the application of emergency management and/or business continuity in a health service facility

KEY SELECTION CRITERIA

- Proven experience in emergency management
- Proven experience in assisting in the creating of Business Continuity Plans
- Proven experience in zone warden training
- Demonstrate experience in helipad management
- Highly developed organisational and planning skills
- Builds rapport & trust quickly
- Excellent verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders
- Demonstrate 'out of box' thinking for different situations
- Demonstrate the ability to produce effective training packages which are relevant to the department who is attending the training session
- Demonstrate resolving complex emergency management issues with a positive outcome
- Demonstrate the ability to be innovative
- Ability to prioritise workload and competing demands

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 LGBTIQI community and people with disability.

Position description last updated

August 2025