

## Position Description

<b>Position title</b>	Area Manager - Newborn Hearing Screening
<b>Department / Division</b>	Victorian Infant Hearing Screening Program (VIHSP) Centre for Community Child Health Division of Medicine
<b>Classification</b>	Administrative Officers AO51-AO55
<b>Position reports to</b>	Operational: Senior Area Manager, Victorian Infant Hearing Screening Program
<b>No. of direct &amp; indirect reports</b>	4
<b>Location</b>	East Melbourne
<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 A world where all kids thrive.</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 PURPOSE</b>
<p>The role of the Area Manager is to work independently in managing a team of Victorian Infant Hearing Screening Program (VIHSP) Hearing Screeners, while bringing their individual skills and extensive experience to contribute to and benefit the program. The VIHSP Area Manager has responsibility to ensure high-quality operation of VIHSP at the site(s) for which they are responsible, under guidance from the Senior Area Manager and the Program Directors.</p>

They are the direct line manager to the Hearing Screeners and Administrative Assistant (if relevant) at the site(s) for which they are responsible.

The Area Manager also plays a key role in leading specific site-related activities with ongoing evaluation and quality assurance of newborn hearing screening.

## KEY ACCOUNTABILITIES

### People Management

- Organise or provide hearing screener coverage where necessary
- Organise and oversee on-going training and development of team
- Establish, motivate and develop a team, identifying individual needs and providing performance feedback
- Ensure appropriate response and support to the team as required
- Provide guidance, and performance feedback to team, including conducting annual staff competencies and Performance Development and Planning (PDAP) reviews
- Responsible for recruitment, training and retention of Hearing Screener and Administrative Assistant staff
- Organise and lead regular team meetings
- Performance management of site(s) of responsibility and identification of screening and quality issues, data collection and subsequent monitoring, review, and audit
- Support and implement change initiatives as directed by VIHSP

### Operational

- Optimising team performance in relation to key program indicators including rate of capture (proportion of babies born who are screened) and rate of referral (proportion of babies referred for further diagnostic testing)
- Contribute to hearing screening service delivery at site(s) of responsibility
- Rostering, leave management
- Compile reports for VIHSP Head Office and Senior Area Manager, as requested
- Implement quality initiatives and monitor screening processes
- Ensuring hearing screening coverage is maintained
- Arrange diagnostic audiology assessments for infants as specified in VIHSP protocols and procedures
- Accountable for projects and operations within site(s)
- Maintain up to date knowledge of procedures and policies relevant to VIHSP
- Undertake an annual competency assessment to ensure excellent hearing screening competency is maintained
- Attend a minimum of two VIHSP Continuing Professional Development (CPD) Seminars per annum
- Attend and participate in regular Area Manager Business Meetings and CPD activities
- Maintain and order adequate supplies and consumables for site(s) managed
- Perform other duties as directed

### People and Culture

- Responsible and accountable for coordination of Hearing Screeners; ensuring that their work meets the standards of the Royal Children's Hospital, the site(s) where the screening is conducted, and VIHSP
- Ensure Probation Development Planning and Performance Development and Planning (PDAP) is completed for direct reports in accordance with RCH Policy

- Consult and work in conjunction with RCH People and Culture
- Work in accordance with the relevant Victorian Public Health Sector Award

#### **Quality**

- Identify plans and improvements for ongoing monitoring, quality, effectiveness, and management of the program to achieve continuous service improvement
- Maintain an accurate database for infants enrolled in the program, including those requiring follow up
- Maintain confidentiality of information collected
- Ensure basic infection control procedures in relation to hearing screening are followed
- Ensure safety, security, and maintenance of equipment at all times, as per protocols and reporting any problems through correct channels as/when required
- Responsible for the collection and management of relevant data and conducting regular audits and quality reviews of screening site(s) in accordance with prescribed procedures

#### **Stakeholder relations**

- Be familiar with and participate in local networks (such as relevant hospital groups or other networks)
- Liaise with hospital management in participating hospitals concerning the screening program, policies and procedures.
- Develop professional relationships with relevant midwifery, neonatal/paediatric staff, audiologists, maternal and child health nurses, and other health professionals as relevant
- Provide in-services for hospital staff, and wider community where applicable
- Be aware of and work in accordance with RCH's and site hospital's policies and procedures, including Occupational Health and Safety, Equal Employment Opportunity, confidentiality, Consumer and Community Participation, risk management, incident reporting, infection control, immunisation, and complaints process
- Observe Hospital(s) Occupational Health and Safety, confidentiality, equal opportunity and community participation structures.
- Be respectful of needs of patients, families, visitors, and hospital staff and maintain a professional approach to all interactions
- Evaluate, develop, and implement program specific to hospital(s) needs, region, and population
- Act as an advocate for VIHSP, and the children and families that receive VIHSP services

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Tertiary qualifications with 4-6 years' experience in the field along and/or relevant industry experience. May suit people with backgrounds in Audiology, Allied Health, Public Health, Nursing or Management.
- Proven capacity for leadership in a team environment and ability to work well as a senior team member

### Desirable:

- An understanding of the healthcare sector.
- Experience within the paediatric environment, preferably with newborns and infants.

## KEY SELECTION CRITERIA

In addition to Qualifications and Experience as outlined above, the successful applicant will demonstrate the following:

- Ability to build and maintain working relationships with key internal and external stakeholders
- Excellent interpersonal skills and professional demeanour
- Excellent verbal and written communication skills
- Excellent organisational, time management and prioritising skills
- Experience in performance management, conflict resolution and leadership
- Experience with staff recruitment and training
- Experience with database management
- Ability to work independently and as part of a multi-disciplinary team
- Ability to support and assist others towards accomplishing goals and tasks
- Ability to work in alignment with organisational policy and procedures
- Intermediate computer and data entry skills
- Ability to organise rotating 7-day per week staff rosters
- Ability to acquire required skills to operate hearing screening equipment and conduct hearing screens

## 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 (if applicable)
- 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

August 2024