

Position Description

Position title	Community Education & Training Coordinator
Department / Division	Allergy & Immunology
Classification	A05 (Grade 5 Year 1 – Grade 5 Year 5)
Position reports to	Operational: General Manager, Specialty Medical Units, Division Medicine Professional: Director, Allergy & Immunology
No. of direct & indirect reports	N/A
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 CONTEXT
<p>The Royal Children's Hospital has been contracted by the Department of Education (DE) to provide an Anaphylaxis Advice & Support Line to DE central and regional staff, school principals and school representatives, school staff, children's services staff, and parents/carers requiring advice and support on Ministerial Order 706 and associated guidelines.</p>

ROLE PURPOSE
<p>The provision of advice via phone, email and education sessions relating to the management of allergy & anaphylaxis for students in Victorian government schools. The position is funded by the Department of Education and involves working closely with the Department of Education, the Director of Allergy and Immunology, and the Allergy Clinical Nurse Consultants and other health specialities in RCH, to develop and manage the current Service Agreement with the Department of Education and Training (DET).</p>
KEY ACCOUNTABILITIES
<p>Administration</p> <ul style="list-style-type: none"> • Provide anaphylaxis policy implementation and health advice to schools during working hours (Monday to Friday from 8.30 am to 5.00pm). • Complete all paperwork associated with training programs • Provide administrative support to the Allergy & Immunology team as required • Maintenance of a website providing additional information to training participants. <p>Customer Service</p> <ul style="list-style-type: none"> • Assist schools and early childhood services to develop risk assessments, individual management plans and emergency response plans for children attending the school or children's service who have been diagnosed at risk of anaphylaxis • Provision of policy implementation and risk assessment advice and assistance to schools and early childhood services. • Monitor and respond to ad-hoc questions from schools received via the anaphylaxis information line at RCH. • Coordinate the delivery of anaphylaxis training to anaphylaxis trainers, schools, children's services, and the general community. <p>General</p> <ul style="list-style-type: none"> • Analyse the incidence and distribution of anaphylaxis across the state • Ongoing management of relationships between the Department of Allergy and Immunology and DE • Coordination of training sessions held at RCH and offsite to be attended by members of school communities, children's services, parents and families, including scope for the delivery of training sessions • Assess and evaluate program of school implementation of the anaphylaxis legislation and regulations <p>Finance</p> <ul style="list-style-type: none"> • Preparation of quarterly status reports and invoices for the DET as per requirements of the Funding Agreement. • Strategic planning and development of the service • The key performance indicators that will be assessed during performance review for this position are to ensure all: <ul style="list-style-type: none"> • RCH managed training and information sessions are delivered to a high standard. • reports are provided to the DET by dates specified in the Funding Agreement. • queries received via the information line are responded to in a timely manner and that information provided is accurate and in line with DET policy and clinical best practice.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in a relevant discipline e.g. education, nursing, health
- Minimum 5 years' experience in a health and/or education setting
- Demonstrated:
 - commitment to providing quality service to patients and families
 - proficiency in the use of established administrative processes
 - experience in using computer applications, including but not limited to Microsoft Office Suite, & EMR

Desirable:

- Certificate IV in training TAE40116 – underway or completed

KEY SELECTION CRITERIA

- Experience in a health and/or education setting
- Knowledge of anaphylaxis management strategies
- Knowledge of the Department of Education's Ministerial Order 706 and associated guidelines
- Extensive coordination and project planning experience
- Excellent negotiation, liaison, relationship building and communication skills
- Ability to work as part of a team and with minimal supervision
- Ability to work flexible hours as required
- Understanding, knowledge, and experience in the delivery of training to adults is desirable

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

May 2025