

Position Description

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| Position title | Co-ordinator, Spiritual Care Services |
| Department / Division | Social Work and Spiritual Care Services / Division of Allied and Digital Health |
| Classification | Award: Allied Health Management and Administrative Officers Classification: AO 61 |
| Position reports to | Manager, Social Work and Spiritual Care Services |
| No. of direct & indirect reports | 6 direct reports |
| Location | The Royal Children's Hospital, 50 Flemington Road, Parkville, 3052 |
| 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 |
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| <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 |
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| <p>Spiritual Care Services is an Allied Health discipline that sits under the Allied and Digital Health Directorate., The coordinator reports to the Manager Social Work and Spiritual Care Services and is a member of the Allied Health leadership team. The Spiritual Care Program aims to enable individuals and groups to respond to spiritual and</p> |

emotional needs and the experience of life and death, illness and injury, in the context of a faith or spiritual belief system and/or a unique spirituality in the Acute Care Paediatric Healthcare setting.

ROLE PURPOSE

The Coordinator Spiritual Care Services coordinates a team of on-site faith community spiritual care practitioners, casual spiritual care practitioners (supporting the After hours on-call program) and appropriately accredited and credentialed visiting chaplains via the Visiting Professionals Program (VPP).

The position also provides direct spiritual and emotional support to patients and families of the RCH who may be experiencing illness, injury, trauma and bereavement and assists with the liaison of community faith support to these families as required. Spiritual Care Services may also provide staff facing support as requested.

KEY ACCOUNTABILITIES

Provision of Care

- Identify and assess needs for spiritual care
- Ensure timely and appropriate response to identified needs
- Provide spiritual care as part of the multidisciplinary treating team
- Facilitate the provision of religious, sacramental and spiritual ministry to meet the needs of patients, their families and staff
- Provide high-level specialised leadership across Spiritual Care Service.
- Create and foster an environment of continuous improvement
- Lead team member participation to ensure ongoing excellence in service delivery and teamwork
- Lead ongoing development, review and maintenance of administrative processes, communication mechanisms and service delivery consistent with the principles of continuous improvement
- Contribute to the clinical and pastoral education agenda for Spiritual Care
- Deliver education and training at networks, forums, hospital or statewide level
- Plan for and effectively manage, contingencies that may affect the performance of healthcare activities
- Empower staff to identify, analyse, report and manage risks, and support staff who raise concerns about risk or patient safety
- Ensure timely provision of spiritual care services through appropriate prioritisation of stream and departmental caseload, patient needs, and organisational priorities
- Lead high-performing clinical teams, and provide expert, authoritative judgement and advice on spiritual care issues
- Act to ensure formal processes exist for evaluating whether treatment and care is evidence-based and meeting the needs of patient and families as well as the healthcare system
- Delegate healthcare activity according to staff competency and scope of practice to ensure appropriate workload management and prioritisation across the department ensuring others can self-manage and regulate their workload
- Contribute to the wellbeing of RCH staff as required, linking staff where appropriate to resources for support and to enhance wellbeing in accordance with Spiritual Care Staff support procedures
- Provide after-hours on-call spiritual care services as required

Lifelong Learning

- Participate in professional development activities to ensure that best clinical practice is maintained
- Promote a culture in which clinical supervision is treated as part of core professional practice
- Develop and foster a lifelong learning culture across the department, and support others to develop and accomplish their professional goals and objectives

Collaborative practice

- Lead collaboration across multidisciplinary teams and programs
- Work with initiative and autonomy while leading others in the pursuit of team goals
- Lead people and programs at operational level, within accountability for financial and people management functions
- Lead and motivate staff to strive for and achieve interprofessional team goals and shared responsibility for the provision of care

Communication

- Apply excellent verbal communication and interpersonal skills with the ability to interact with and influence a variety of stakeholders, achieving mutual understanding and agreed outcomes
- Anticipate and identify conflict, and constructively address issues through respectful and influential communication
- Facilitate open and effective communication across all levels of the Spiritual Care Service and more broadly across the organisation
- Ensure systems are in place for coordinating and performing appropriate clinical handover, and arrange follow-up to ensure patient care is maintained

Continuous Improvement

- Identify areas for continuous improvement within clinical service area, and initiate, plan and evaluate relevant service improvement activities
- Ensure that service initiatives and research evidence are integrated into professional clinical practices, departmental work unit guidelines and service protocols as appropriate
- Develop, review and contribute to policies, protocols and guidelines within clinical area
- Build support for change at a local level, using influence to positively support team to embrace and adjust to change
- Apply change management principles and strategies when implementing service improvements and project outcomes
- Empower the team to identify, analyse, report and manage risks
- Manage local risks and escalate appropriately to line manager and relevant stakeholders
- Generate healthcare strategies and innovations at a team and clinical level that improve delivery of healthcare

Supervision, Leadership and People Management

- Participate in clinical supervision
- Operate with a high degree of autonomy
- Hold responsibilities for people management and administration
- Provide expert, evidence based clinical supervision, mentoring, education, training and consultation to staff and students
- Promote and develop a dynamic, flexible, resilient and skilled multidisciplinary workforce through effective staff management, professional development opportunities and the coordination of the recruitment of new staff
- Engage staff and provide guidance and performance feedback to the team
- Develop and implement operational service plans and ensure staff participation in the planning process
- Support and implement change initiatives as directed
- Ensure timely and relevant reporting to internal stakeholders and external regulatory bodies
- Contribute to strategic planning of the Department, aligned with organisational values and strategic plan
- Provide technical leadership in area of expertise
- Report on key performance indicators

- Apply emotional intelligence and self-awareness, particularly in stressful situations, to manage the impact of own assumptions, values, attitudes and behaviours on others

Organisation and Planning

- Apply excellent organisational and planning skills with ability to prioritise workload and competing demands
- Monitor budget performance within area of responsibility

Research

- Identify research gaps or opportunities within spiritual care
- Operationalise research in clinical area
- Translate evidence into practice for spiritual care services Embed and share information on current best practice in spiritual care
- Appropriately share research through a variety of methods including conference abstracts or journal publications
- May act as a research leader including leading research protocol development, authoring publications or data analysis
- Establish or support research partnerships within area of clinical expertise

QUALIFICATIONS AND EXPERIENCE

Essential:

- Qualifications that meet the Spiritual Health Association Capabilities framework to Level 4 or above
- Bachelor's degree in theology/spiritual care or other relevant program
- Demonstrated management, leadership and supervisory capabilities
- Demonstrated ability to develop, contribute to and implement strategic plans
- Demonstrated ability to liaise with faith traditions for the development, coordination and maintenance of effective relationships with external providers
- Capacity to provide leadership and facilitation of public and informal presentations and ritual

Desirable:

- Recognised training in management / leadership / administration
- Experience in leading others, mentoring and training
- Previous experience of coordinator role in similar setting
- Experience in supporting the wellbeing of staff in an acute care setting or similar
- Minimum 5 years' experience in health or related field

KEY SELECTION CRITERIA

- Experienced and skilled clinician with ability to identify and assess need for Spiritual Care Services
- Demonstrated ability to lead clinical and operational teams, promoting excellence in service delivery, continuous improvement and research
- Exceptional professional, interpersonal and self-reflection skills to enable effective work with people of different personalities and backgrounds
- Demonstrated experience in workload and team management, and the ability to prioritise needs and service delivery across a team as well as the broader department and organisation
- Ability to work flexibly in a fast-paced clinical environment, managing competing demands according to departmental and organisational requirements

- Capacity for effective negotiation, conflict resolution and wide consultation at all levels, to maintain and foster key interpersonal relationships.
- Highly developed communication, supervision and education skills of a level suitable for supervision of students and staff where appropriate
- Advanced skills in stakeholder engagement, including influencing multidisciplinary teams to achieve shared goals
- The ability to engage children of different ages and abilities, and to advocate for patients and their families
- Excellent computer literacy 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

January 2026