

Position Description

Position title	Program Coordinator, Child and Youth HOPE Program
Department / Division	Mental Health/ Division of Medicine
Classification	Multidisciplinary Grade 4 Occupational Therapist (HR9 – HR12) Grade 4 Psychologist (PM1-PM5) Grade 4 Social Worker (HR25 – HR28) Grade 4 Speech Pathologist (HR13 – HR16) Grade 5 Registered Psychiatric Nurse (NP51)
Position reports to	Operational: Operations Manager, Mental Health Professional: Discipline Senior
No. of direct & indirect reports	3
Location	The Royal Children's Hospital, Travancore campus. 50 Flemington Street, Travancore (Flexible working arrangements may be considered).
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)

<p>The Royal Children's Hospital</p> <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 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>
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ROLE PURPOSE
<p>The creation of Child and Youth Hospital Outreach Post-suicidal Engagement (C&Y HOPE) program was one of the recommendations from the Interim Report from the Royal Commission into Victoria's Mental Health System to create, deliver and evaluate a new assertive outreach and follow-up care service for children and young people (4 to 14 years of age currently, 4 to 11 years post transformation) who have attempted suicide, have suicidal ideation or have intentionally self-harmed, as well as their families.</p> <p>In addition to leadership and oversight of the program (in partnership with the Clinical Lead), the Program Coordinator will also provide clinical interventions to children and young people eligible for the service and their family and work closely with the coordinators of the other C&Y HOPE projects (Orygen, Monash and Alfred) and the Mental Health and Wellbeing Division in the Department of Health.</p>
KEY ACCOUNTABILITIES
<p>Provision of care:</p> <ul style="list-style-type: none"> • Provide excellent evidence based clinical interventions to children and young people within the program and their families, in line with discipline specific standards and in collaboration with the HOPE program staff. • Create and support an environment of continuous improvement, including reviewing, maintaining and improving administrative, communication and service delivery processes. • Encourage and ensure continuous excellence in service delivery and teamwork • Provide excellent leadership and support for the HOPE program staff. • Participate in education and training meetings both internal and external to RCH • Support and encourage staff to identify, analyse, report and manage risks and supporting staff who raise concerns. <p>Lifelong Learning:</p> <ul style="list-style-type: none"> • Promote of a culture in which clinical supervision is part of core business of contemporary professional practice. • Continuous participation in professional development activities, ensuring best clinical practice is maintained. <p>Collaborative practice:</p> <ul style="list-style-type: none"> • Encourage and lead collaboration within the HOPE program and the wider RCH. • Work autonomously and with initiative, leading others in pursuit of team goals • Work with colleagues to advance mental health promotion and prevention in the region • Effectively collaborate with our Western Metropolitan partners Orygen HOPE team to ensure the two programs work seamlessly and synergistically. <p>Communication:</p> <ul style="list-style-type: none"> • Excellent communication (verbal and interpersonal) skills and the ability to interface with stakeholders to achieve mutual understanding and agreed outcomes. • Identify and address conflict whilst constructively and respectfully addressing issues and communicating with influence. • Facilitate, participate and encourage open and effective communication across all levels of the mental health department and broadly across the organisation • Liaise with RCH Emergency Mental Health, RCH Emergency Department, Team Coordinators of RCH Community teams, Banksia ward NUM and other referrers to the program to ensure that the RCH HOPE program works well with the models of care of those services <p>Continuous improvement:</p> <ul style="list-style-type: none"> • Identify continuous improvement opportunities within the team and initiates, plans and evaluates relevant service improvement activities. • Ensure service initiatives and research evidence are integrated into professional clinical practices.

- Build supports for change within the team and use influence positively to support them to embrace and adjust to change.
- Empower team to identify, analyse, report and manage risks whilst managing local risks and escalating appropriately to line manager and relevant stakeholders as required.
- Effectively coordinate the program including achieving the deliverables of implementing and evaluating the program
- Ensure that the program is consumer focused, accessible and responsive
- Ensure that the program is consistent with evidence and research findings in suicide prevention, assertive intervention and postvention from local and international sources and is compliant with the National Standards for Mental Health Services
- Participate in evaluating the implementation of the HOPE program in collaboration with the Department of Health

Supervision, Leadership and People Management:

- Operate with a high degree of autonomy whilst holding responsibility for people management and administration.
- 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 in the HOPE program and provide guidance and performance feedback to team.
- Provision of high quality operational supervision to staff on the team and discipline specific supervision to colleagues and students of the same discipline within the service (as required)
- Support and implement change initiatives as directed.
- Ensure timely and relevant reporting to internal stakeholders and external regulatory bodies.
- Ensure reporting on key performance indicators for the team.
- Participate in clinical supervision in accordance with local standard operating procedures and/or the RCH Allied Health Clinical Supervision Guideline which are based on the DHHS Allied Health Clinical Supervision Framework

Organisation and planning:

- Demonstrated excellent organisational and planning skills including ability to prioritise workload and competing demands.
- Plan operating budgets and resource requirements and monitor the HOPE program budget performance.

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary Qualification in relevant discipline and extensive experience in the field. Depending on discipline, required years of experience in accordance with EBA will apply.
- Eligibility for Membership in Victoria with an appropriate Professional Body
- Demonstrated experience in operationally leading staff, including financial and people management functions.
- Experience in providing high quality clinical/professional supervision
- Demonstrated effectiveness in working in true partnership with other community mental health teams and community/family welfare agencies to plan and implement effective interventions for children and young people experiencing complex mental health challenges

For Psychology applicants only:

- Hold a minimum Master's degree qualification in Clinical Psychology from an APAC accredited course/university. Masters of Professional Psychology (or equivalent) are not employed at RCH.

- Must have 8 years of post-graduate experience
- Hold general registration with AHPRA and the Psychology Board of Australia as a Psychologist
- Must be endorsed in Clinical Psychology
- Continuously satisfy the PBA continuing professional development standards
- Uphold the Psychology Board of Australia Code of Ethics

For Nurse applicants only:

- Holds a post graduate diploma in psychiatric/mental health nursing qualification or having completed a specialist undergraduate psychiatric nursing program
- Demonstrated clinical skills with at least 5 years working in mental health

For Social Work applicants only:

- Hold a degree in Social Work from an accredited course/university.
- Be eligible for membership of the AASW.
- Meet AASW accreditation standards for Continuing Professional Education.
- Uphold the AASW Code of Ethics.

For Occupational Therapist applicants only:

- Hold an OT degree qualification or equivalent from an accredited course/university
- Be registered with AHPRA and as such have satisfied the requirements of continuing professional development and recency of practice.
- Uphold the Code of Ethics, OT Australia.

For Speech Pathology applicants only:

- Hold a degree in Speech Pathology from an accredited university
- Be eligible for membership of Speech Pathology Australia and meet the requirements of the SPA professional self-regulation program.
- Uphold the SPA Code of Ethics.

Desirable:

- Formal training and/or experience in delivering evidence informed suicide prevention and postvention interventions at the individual consumer and family levels
- Experience in working with Lived Experience consultants and peer workers
- Experience and demonstrated skills in utilising change initiatives

For Psychology applicants only:

- Holds current Board Approval as a Supervisor ("postgraduate student" and "registrar program") with the Psychology Board of Australia

KEY SELECTION CRITERIA

- Expert clinical skills and significant experience in the provision of effective and efficient child and adolescent mental health care
- Demonstrated capability in the key elements of Program Management
- Demonstrated experience in professional supervision of clinicians
- Expert ability to build and maintain working relationships with key internal and external stakeholders to maximise service coordination and cooperation as well as capacity building with community agencies
- Demonstrated interest or experience in research, quality improvement and program evaluation
- A commitment to evidence-based practice and continuing professional development including an ability to find and apply evidence in decision-making.
- Demonstrated ability to practice autonomously as well as lead a multidisciplinary team to deliver a service

- Excellent written and verbal communication skills and inter-personal skills
- Demonstrate awareness and understanding of legal obligations when working in a CAMHS context in Victoria
- A flexible and adaptable approach to functioning in a team environment that enhances the team's high performance

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

April 2024