

4Position Description

Position title	Program Evaluation Assistant
Department / Division	Adolescent Medicine / Medicine
Classification	Grade 2 Year 1 – Grade 2 Year 5 (A021-A025)
Position reports to	Research and Evaluation Coordinator (Eating Disorder Service)
No. of direct & indirect reports	Nil
Location	The Royal Children's Hospital, Flemington Road, Parkville
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
The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>. 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. 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. 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/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE CONTEXT
The Royal Children's Hospital Eating Disorders programme is a specialist service embedded within the Department of Adolescent Medicine. The RCH ED Service provides clinical management to patients with eating disorders in the North Western Metropolitan region. Care is integrated across acute health and mental health and across outpatient and inpatient settings. The RCH ED Service is a multidisciplinary collaboration between the Department of Adolescent

Medicine, RCH mental Health Program, the Department of Nutrition and Food Services, the Murdoch Children's Research Institute, and the Adolescent Inpatient Unit (Kelpie).

ROLE PURPOSE

The Program Evaluation Assistant will work within the RCH ED Service to undertake data collection, collation, recording and management. Data collection primarily involves information collected from online questionnaires performed by the Evaluation Coordinator and RCH ED clinicians.

KEY ACCOUNTABILITIES

Operational

- Maintain accurate, quality and effective data collection within administrative databases
- Create, maintain, and undertake effective data collection processes, including, but not limited to, participant recruitment, collection of consent, administration of surveys and dissemination of data
- Schedule and distribute surveys via the hospital electronic medical record (EMR).
- Follow-up surveys for participants that have not been completed via email, SMS and telephone call
- Ensure recorded data complies with Ethics procedures for projects undertaken by the RCH Eating Disorders Service, specifically ensuring data is protected appropriately to maintain patient confidentiality and privacy.
- Contribute to preparation and dissemination of materials for participant recruitment and data collection
- Problem solve with the RCH ED team around issues that arise during data collection
- Provide assistance with preparation of reports, submissions and project result summaries
- Assist and/or contribute to data generation for project publications

Customer Service

- Provide high level customer service to patients and stakeholders
- Maintenance of internal and external communications
- Liaise and maintain positive relationships with study participants and clinical staff

Teamwork

- Work under direct to routine supervision
- Actively participate as part of a team to ensure ongoing excellence in service delivery and contribute to continuous improvement
- Attend and contribute to Eating Disorders clinical and operational inpatient and outpatient team meetings

Administration

- Ongoing development, review and maintenance of administrative processes and improved communication mechanisms
- Follow standard operating procedures and work plans to complete tasks as directed
- Other duties as directed consistent with the employee's skill level and classification

QUALIFICATIONS AND EXPERIENCE

Essential:

- Technical/administrative training, or equivalent work experience
- Demonstrated commitment to work and contribute as part of a team

- Demonstrated proficiency in the use of established administrative processes

Desirable:

- An understanding of or experience working in the healthcare sector
- Proficiency in data collection systems and maintaining large data sets

KEY SELECTION CRITERIA

- Demonstrated professionalism, reliability and sound workplace etiquette.
- Strong sense of responsibility and accountability, with the ability to work independently, stay self-motivated and follow through on tasks to a high standard.
- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers
- Demonstrated ability to cooperate and work well with others in the pursuit of team goals
- Strong organisational skills
- Well-developed verbal communication and interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Ability to handle confidential and sensitive information with discretion
- Ability to follow standard operating procedures, analyse situation and or information, clearly and accurately communicate information
- Highly developed organisational and planning skills
- Ability to work with initiative, autonomy and as part of a team

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

July 2026