

Position Description

Position title	Project Officer, Models of Care
Department / Division	Mental Health / Medicine
Classification	Grade 4 Year 1 – Grade 4 Year 5 (MHAO41 – MHAO45)
Position reports to	Director, Mental Health
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

<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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<p>ROLE CONTEXT</p> <p>RCH Mental Health is a Level 5 tertiary Infant, Child and Family Area Mental Health and Wellbeing Service comprised of both community and hospital-based services. This includes an Intake and Assessment Team based at Parkville and three multidisciplinary community-based teams located at Travancore, St Albans and Hoppers Crossing. The Community teams are led by a partnership between a Team Coordinator and a Consultant Psychiatrist, with the Team</p>

Coordinator responsible for the operational functioning of the team, and the Consultant Psychiatrist accountable for driving high quality clinical care across the Team. The Travancore site also has the HOPE program, Community Development and the CASEA programs

RCH Mental Health is currently undergoing an exciting transformation and expansion as we implement the recommendations from the Royal Commission into Victoria's Mental Health System. The transformation will allow RCH Mental Health to help more infants and children and their families and implement contemporary models of care that best meet the needs of the families we serve and support them to use their collective strengths for recovery and hope.

ROLE PURPOSE

The role will complete the writing of a model of care for the mental health services for 0-5 years' consumers and their families/carers, a model of care for 6-11 years' consumers, their families and carers and the model of care for the CAMHS and Schools Early Action (CASEA) project. It will involve a review of the available literature, discussions with key leaders in RCH Mental Health who work in the above mentioned areas of the mental health care of consumers and their families/carers and the writing of the models of care.

KEY ACCOUNTABILITIES

Organisation and Planning:

- Excellence organisations and planning skills, including ability to prioritise workload and competing demands.
- Meet regularly with the Senior Management of RCH MH to provide regular updates and reports on the development of the models of care.

Customer Service:

- Work effectively and collaboratively with staff within RCH Mental Health, the wider RCH and external stakeholders to complete the models of care.
- Provide high level of service to stakeholders, maintaining internal and external communications.

Teamwork:

- Engage parents/carers of consumers in including their views and their expectations of the models of care.
- Engage key stakeholder RCH MH and RCH clinicians especially, the content experts and Lived Experience staff, consumers and their carers/families in the area of the MH care of 0-5 years, 6-11 years and CASEA program.

Quality:

- Lead the ongoing development, review and maintenance of administrative processes relating to the development of the models of care.
- Other duties as directed consistent with employee's skills level and classification.

Supervision:

- Actively participate in all forms of supervision (project, operational and discipline specific).
- Ability to work independently with routine supervision and general direction.

Administration/ Process and Procedures:

- Review of the available literature in the area of the mental health care of consumers and their families/carers and the synthesis of the results in the models of care.
- Complete accurate and timely records and documentation.

Leadership/Strategy:

- Lead the development of a model of care for the mental health services, which will include 0-5 years' consumers and their families/carers, 6-11 years' consumers and their families/carers, the model of care for the CAMHS and Schools Early Action (CASEA) project.
- Monitoring and reporting on the progress of the development of the model or care for the Mental Health Department.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Several years' experience in the mental health field or a qualified tertiary graduate in a mental health discipline
- Highly developed written and verbal communication skills and inter-personal skills and attention to detail
- Competency in Information Technology software (e.g. Microsoft Office, internet search engines, etc.)
- Interest and/or experience in the writing of care pathways or models of care

Desirable:

- Experience in literature review or service review
- Demonstrated skills, knowledge and behaviours in successfully leading change initiatives
- An advanced understanding of the Vic Child Mental Health sector and the clinical work undertaken in community mental health teams literature
- An understanding of the healthcare sector

KEY SELECTION CRITERIA

- Experience in literature review, service review
- Interest and/or experience in the writing of care pathways or models of care
- A strong interest in improving clinical mental health outcome and consumer experience
- Strong organisational skills
- Excellent verbal and written communication skills and attention to detail
- Well-developed capacity to establish partnerships with key service providers
- Ability to work independently with routine supervision
- Highly developed written and oral communication skills including accurately recording data, correspondence, reporting and providing written and oral evidence as required.
- Competency in information technology software (e.g., Microsoft Office, and MStTeams).
- A flexible and adaptable approach to functioning in a team environment that enhances the team's high performance.
- Excellent organisational and planning 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
- 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 2023
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