

## Position Description

<b>Position title</b>	Quality Lead – Oncology
<b>Department / Division</b>	Children's Cancer Centre / Medicine
<b>Classification</b>	Grade 8 Level 1 – Grade 8 Level 5 (AO81 – AO85)
<b>Position reports to</b>	Operational: Operations Manager, Children's Cancer Centre Professional: FACT Lead (Clinical Program Director)
<b>No. of direct &amp; indirect reports</b>	N/A
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

### The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.

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](http://www.rch.org.au)

### ROLE CONTEXT

The Children's Cancer Centre (CCC) is Victoria's leading provider of complex paediatric cancer care and haematopoietic stem cell transplantation. Internationally recognised for its excellence in clinical care and research,

the CCC manages approximately 300 new childhood cancer diagnoses each year and is committed to delivering world-class, compassionate, and family-centred care.

Working collaboratively with the CCC Director, Operations Manager, Clinical Trials Manager, and the hospital's Quality Department, the Quality Lead plays a key leadership role in embedding quality and safety into clinical care, research, and innovation.

#### **ROLE PURPOSE**

The Quality Lead – Oncology is responsible for leading and managing quality systems, documentation, and continuous improvement practices across oncology treatments, cellular therapies, and clinical trials within the Children's Cancer Centre (CCC) and Apheresis Service at The Royal Children's Hospital. This role ensures compliance with national and international accreditation standards, including those set by the Foundation for Accreditation of Cellular Therapies (FACT), the National Association of Testing Authorities, Australia (NATA), and the Therapeutic Goods Administration (TGA).

The role contributes to the CCC's governance structure by leading quality initiatives, supporting risk management, and driving strategic improvements aligned with best practice standards.

#### **KEY ACCOUNTABILITIES**

##### **Accreditation and Regulatory Compliance**

- Ensure the Children's Cancer Centre (CCC) and Apheresis Service meet accreditation requirements by collating and submitting evidence to accrediting bodies including the Foundation for Accreditation of Cellular Therapies (FACT) and the National Association of Testing Authorities, Australia (NATA).
- Lead the clinical workforce in the implementation and embedding of regulatory requirements of the FACT and NATA standards.
- Facilitate departmental work and meetings to achieve FACT standards, providing expert advice on interpretation and implementation.
- Develop and maintain internal and external communication about projects and initiatives aligned with FACT and NATA standards to support best care delivery.
- Provide strategic advice for the implementation of sustainable improvements and support for new cellular therapy treatments ensuring compliance with FACT, NATA, and Therapeutic Goods Administration (TGA) standards.
- Oversee accreditation readiness and foster strong relationships with internal and external stakeholders to ensure excellence in service delivery and compliance.

##### **Quality and Improvement**

- Create an environment of continuous improvement, initiating benchmarking projects and reviewing practice against national and international best practice.
- In collaboration with the CCC Director, Operations Manager, and Clinical Trials Manager, lead team member participation in quality initiatives to ensure ongoing excellence in service delivery and teamwork.
- Lead the development, review, and maintenance of administrative processes and communication mechanisms to enhance service delivery.
- Collaborate with the RCH Quality Department to support patient safety and incident reviews, ensuring timely implementation and evaluation of recommendations.

- Facilitate ongoing review and evaluation of clinical trial accreditation and audit practices in alignment with the National Clinical Trials Governance Framework.
- Provide guidance on training and education to meet accreditation needs and uphold quality standards across multidisciplinary teams.
- Develop and deliver quality related training, including orientation, ongoing education, and competency assessments.

### **Leadership and Strategy**

- Act as the Quality Lead within the CCC governance structure, contributing to strategic planning, risk management, and service improvement initiatives.
- Represent the CCC in hospital wide quality and safety forums, ensuring alignment with The Royal Children's Hospital's clinical governance framework.
- Lead the development and implementation of quality initiatives across the CCC, integrating oncology governance priorities and aligning with national and international standards.
- Collaborate with CCC leadership to embed quality and safety into all aspects of oncology service delivery, including clinical care, research, and innovation.
- Provide expert advice to CCC governance committees (e.g. Quality and Safety, Clinical Trials, Executive Leadership) on accreditation, compliance, and continuous improvement.
- Mentor staff in quality improvement methodologies such as PDSA cycles, root cause analysis, and process mapping.
- Collaborate with Learning and Development to embed quality and safety principles into professional development programs.
- Identify opportunities for innovation and develop strategic, business, and quality plans in collaboration with CCC leadership and the Apheresis Service Clinical Lead.

### **Data, Reporting and Risk**

- Monitor and report on key quality indicators, identifying trends and opportunities for improvement.
- Oversee the collection, analysis, and reporting of quality data to support decision-making and continuous improvement.
- Support risk management processes including risk identification, mitigation planning, and escalation pathways.
- Ensure compliance with relevant legislation, standards, and hospital policies including NSQHS Standards and the National Clinical Trials Governance Framework.
- Facilitate and maintain CCC quality-related documentation including Standard Operating Procedures (SOPs) and Work Practice Guidelines (WPGs).
- Manage administrative workflows to ensure optimal outcomes and timely delivery of quality related activities.

### **Customer Service and Stakeholder Management**

- Provide data, briefings, reports, and presentations on quality activities and achievements to peak clinical governance committees.

- Foster collegiate relationships with external stakeholders and accrediting bodies including FACT, NATA, Stem Cell Donors Australia, TGA, and the Children's Oncology Group (COG).
- Champion patient and family-centred care by incorporating feedback into quality initiatives and service design.

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Specialised knowledge with tertiary qualification in a related field and many years' experience across several disciplines and/ or relevant industry experience.
- Experience with, and comprehensive understanding of cellular therapies accreditation requirements.
- Experience in quality and improvement management at a senior level within a healthcare setting.
- Strong analytical and report writing capabilities.

### Desirable:

- Postgraduate qualifications in a related field (preferably at Masters level).
- Previous experience in leading healthcare accreditation processes.

## KEY SELECTION CRITERIA

- Demonstrated experience in paediatric oncology and cellular therapies, with a strong background in quality management, accreditation, and continuous improvement.
- Proven ability to plan, organise, and prioritise workload effectively, managing competing demands and navigating conflicting priorities in a dynamic healthcare environment.
- Highly developed verbal communication and interpersonal skills, with the ability to engage, influence, and collaborate with a wide range of stakeholders to achieve shared understanding and agreed outcomes.
- Demonstrated ability to build effective working relationships with a range of internal and external stakeholders, and commitment to lead and work effectively as part of a team.
- Demonstrated success in leading and implementing organisation-wide change and quality improvement initiatives, including transformation of work practices and service delivery models.
- Strong commitment to patient safety and continuous quality improvement, with a proactive approach to identifying and addressing risks and opportunities.
- Ability to manage confidential and sensitive information with discretion, integrity, and professionalism.
- Excellent attention to detail and documentation management skills, including experience with developing and maintaining Standard Operating Procedures (SOPs) and Work Practice Guidelines (WPGs).
- Familiarity with accreditation standards and regulatory frameworks, including FACT, NATA, TGA, and the National Clinical Trials Governance Framework.
- Capacity to work both independently and collaboratively within a multidisciplinary team, contributing to strategic planning and governance activities.

## 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, and 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

October 2025