

Position Description

Position title	Senior Area Manager (Newborn Hearing Screening)
Department / Division	Victorian Infant Hearing Screening Program, Centre for Community Child Health, Division of Medicine
Classification	Grade 7 Level 1 – Grade 7 Level 5 (AO71 – AO75)
Position reports to	Director, Victorian Infant Hearing Screening Program
No. of direct & indirect reports	Direct report – 5.5 FTE Indirect report – 15.8 FTE
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids.

The Royal Children's Hospital
<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
<p>The Senior Area Manager is a key leadership role within the Victorian Infant Hearing Screening Program (VIHSP) that sits within the Centre for Community Child Health at The Royal Children's Hospital (RCH). This role supports RCH's vision of improving child health outcomes by overseeing the statewide delivery of newborn hearing screening services, critical for early identification and intervention. Together with the Program Director, this role enhances</p>

VIHSP's operational and strategic effectiveness, focusing on quality improvement, risk management, and statewide service delivery.

ROLE PURPOSE

The Senior Area Manager (SAM) is responsible for overseeing one of the program's three geographical clusters that encompass the entire state of Victoria. The SAM is accountable for all screening activities within a cluster, ensuring these services operate in accordance with program policies and procedures and align with strategic objectives and regulatory requirements.

In this capacity, the SAM provides direct leadership and supervision to the Area Managers who oversee screening operations and staff within individual hospitals. Through effective management, coaching, and support, the SAM facilitates a high standard of service delivery, fostering a culture of continuous improvement and excellence. By ensuring adherence to evidence-based best practices, policies, and procedures, the SAM guarantees the provision of timely, accurate, and comprehensive newborn hearing screening across their region.

KEY ACCOUNTABILITIES

Leadership

- Contribute to the development and ongoing refinement of VIHSP staff training programs, competency assessments and program-wide professional development activities
- Oversee ongoing training and development of Hearing Screener and Area Manager staff
- Maintain a thorough working knowledge of all stages of the screening program and acts as a program expert
- Attendance and contribution to senior team initiatives such as meetings, training and projects
- Take a lead role in the progress and operation of the cluster for which they are responsible
- Provide mentorship, support and guidance to Area Managers on all issues related to ensuring VIHSP standards are met through continued best practice and adherence to VIHSP protocols, policies and procedures
- Facilitate participation of VIHSP staff in quality and evaluation activities
- Performance management of sites and the identification of screening and quality issues, data collection and subsequent monitoring, review and audit
- Contribute to the VIHSP senior team workplan and priorities

Team work & people management

- Ensure hearing screening coverage is maintained in the hospitals within the SAM cluster
- Take a lead role in operational initiatives such as process development, meetings, training and projects
- Participate in meetings with the senior leadership team. These collaborative engagements are critical to aligning staff efforts, sharing best practices, and maintaining consistent communication across all regions.
- Maintain high level of personal screening competency
- Participate in any other projects as indicated by the Program Director
- Establish, motivate and develop a team, identifying individual needs and providing performance feedback
- Foster a positive workplace culture emphasising teamwork, innovation, and productivity
- Ensure Probation Development Planning and Performance Development and Planning (PDAP) is completed in accordance with RCH Policy for Area Managers and their direct reports
- Contribute to the strategic planning of the program

Quality

- Identify plans for ongoing monitoring and effectiveness of the program, identify improvements and manage the progress for achieving planned actions

- As the subject matter expert in hearing screening, the SAM provides authoritative advice and guidance on program protocols and standards, contributing to the development, review, and implementation of evidence-based screening policies.
- Provide guidance, direction and supervision to Area Managers and other members of the screening team regarding quality initiatives relating to the newborn hearing screening pathways
- Implement quality development and monitor screening process
- Be familiar with the National Framework for Neonatal Hearing Screening and statewide quality standards for the screening pathway, and assist in undertaking audits in accordance with these
- Contribute to the annual work plan for VIHSP, including quality improvement, risk-management, and professional development initiatives
- Ensure the safety and security of equipment is actively managed by sites at all times and any problems are reported according to requisite procedures
- Provide and maintain accurate VIHSP records including screen results, contact made with families, diagnostic appointments
- Responsible for the collection and management of relevant data and conducting annual audits and quality reviews of screening sites in accordance with prescribed procedures

Financial Management

- Assist with ensuring effective budget management, expenditure and revenue to support key performance indicators and savings targets
- Review and apply improvements to rostering, travel and backfill strategies to improve efficacy and savings
- Relationships
- Be conversant with specific policies of maternity services to which assigned
- Develop, implement, and evaluate program delivery specific to regional needs and populations
- Ensure regular in-services are conducted for hospital staff, and the wider community where applicable
- Be familiar with and participate in local/regional networks, including hospital groups or other community networks
- Facilitate and confirm the liaison with hospital management in participating hospitals concerning the screening program, policies, and procedures
- Develop professional relationships with relevant neonatal/paediatric staff, audiologists, maternal and child health nurses, and other health professionals as relevant
- Sit on VIHSP subcommittees/advisory groups, or represent VIHSP on other committees/meetings as directed or required
- Facilitate partnerships and effective channels of communication with key stakeholders and professionals working within local health and education initiatives, as well as other agencies as relevant
- Act as an advocate for VIHSP, and the children and families that receive VIHSP services
- Be respectful of the needs of patients, parents, visitors and other staff, and maintain a professional approach to all interactions

QUALIFICATIONS AND EXPERIENCE

Academic Qualification:

Relevant degree in health science. May suit people with backgrounds in Audiology, Allied Health, Public Health, Nursing or Management

Essential

- Minimum of five years' experience at a senior level within an appropriate clinical field.
- Demonstrated management experience, including supervision, training and co-ordination of staff
- Ability to employ effective time management and delegation skills
- Proven capacity for leadership in a team environment and ability to work well as a senior team member
- Driver's licence and own car (travel between hospitals required)
- Exceptional computer and data entry skills and experience with database management

Desirable

- Exposure to and knowledge of newborn hearing screening, child health and audiology services
- Experience in handling and caring for young babies

KEY SELECTION CRITERIA

Skills:

- Demonstrated ability to work with initiative, autonomy and as part of a multi-disciplinary team
- Demonstrated ability to build and maintain key working relationships, including other health professionals
- Able to support and lead others towards accomplishing goals and tasks
- Ability to work in alignment with organisational policy and procedures, as well as provide advice, guidance and support to ensure compliance
- Ability to prioritise workload and manage competing demands
- Excellent computer and data management skills
- Ability to manage and oversee staff who work a rotating 7-day per week roster.

Attributes:

- Excellent interpersonal skills and professional demeanour
- Excellent oral and written communication skills
- Excellent organisational and planning skills
- Ability to acquire required skills to operate and provide technical leadership in the hearing screening equipment and conduct hearing screens
- Ability to acquire required skills to maintain and perform checks on hearing screening equipment
- Appreciation of the importance of multi-disciplinary approaches in delivering services to hearing impaired infants and their families
- Respectful of the needs of children and families, visitors and other staff and maintain a professional approach to all interactions.

OTHER REQUIREMENTS
<ul style="list-style-type: none"> • 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
<p>All employees are required to adhere to the Royal Children's Hospital Values:</p> <ul style="list-style-type: none"> • 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 <p>RCH COMPACT</p> <p>All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.</p> <ul style="list-style-type: none"> • 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 <p>QUALITY, SAFETY AND IMPROVEMENT</p> <p>RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> • 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 <p>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.</p>

Position description last updated	June 2025
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