

Position Description

Position title	Senior Project Evaluation Officer, RCH Campus Mental Health Strategy
Department / Division	Strategy, Performance & Improvement / Critical Care
Classification	Grade 7, Level 1 to Grade 7 Level 5 (AO71to AO75)
Employment status	Part time or Full time, Fixed term
Position reports to	Program Manager, RCH Campus Mental Health Strategy
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

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

ROLE CONTEXT

Launched in 2021, the Royal Children's Hospital (RCH) Campus Mental Health Strategy coordinated a comprehensive program of integrated, evidence-based approaches to mental health research, education, and care. The RCH Campus Mental Health Strategy is in its final stage of delivery. The Strategy has supported the development of two digital tools to ensure evidence-based, best practices in mental health screening and decision support.

This Behaviours of Concern (BOC) optimisation project aims to improve patient and family experiences by enabling early identification and documentation of behavioural support needs in relevant children and adolescents presenting with BOC, and children and adolescents who are neurodivergent, within the EMR, enabling proactive care planning, tailored coping strategies, and trauma-informed approaches. The Behaviour Support Profile (BSP) Tool documents and addresses the non-medical needs of patients, including communication preferences, sensory sensitivities, and coping strategies. The BSP helps staff tailor care to each patient, reducing distress and enhancing their sense of safety and wellbeing.

The Suicide Aggression Preventative Healthcare Evidence based Reform (SAPHER) Project modernises mental health risk screening, assessment and management within RCH. Under the project, a Risk Assessment and Formulation Tool (RAFT) has been developed by a multidisciplinary group of staff in collaboration with children and carer representatives and based on evidence-based and best practices in mental health risk management. The RAFT, embedded in EMR, supports the assessment, formulation and documentation of suicide, self-harm, aggression, developmental and psychosocial risks. The routine application of the use of the RAFT in clinical practice, forms a part of high quality, tertiary mental health care for infants and children 0 to 18 years.

The Strategy's final phase of work will deliver sustainable reform by building staff capability and embedding behaviour support resources within the EMR, as part of a comprehensive approach comprising fit-for-purpose digital infrastructure, people-centred workflow redesign, clinical leadership, workforce enablement and culture change.

ROLE PURPOSE

The Senior Project Evaluation Officer is a key member of the RCH Campus Mental Health Strategy Implementation Team, responsible for designing, leading and delivering the evaluation of the BSP and SAPHER flagship reforms. The role will work with key stakeholders – including the Change Lead, Digital Health Partner, clinical and digital teams, and Lived Experience Consultant to:

- design and implement robust evaluation frameworks for both flagship reforms, building on the existing BSP evaluation and SAPHER's alignment to current clinical guidelines;
- monitor and report on delivery against agreed outcomes, including EMR integration and adoption, workforce confidence and competence, and reduction in occupational violence, seclusion and restrictive practices;
- translate evaluation findings into practical recommendations that support usability, uptake and sustained impact of both tools across the Campus.

KEY ACCOUNTABILITIES

Evaluation and Project Management

- Design and implement evaluation frameworks and methodologies for the BSP and SAPHER flagship reforms, across all project phases.
- Apply evidence-based evaluation and improvement methodologies to support sustainable, high-quality outcomes.

- Establish clear evaluation outcomes and KPIs (e.g. EMR uptake, staff confidence and competence, OVA and seclusion/restraint reduction) and regularly monitor and report progress.
- Lead collection, analysis and interpretation of quantitative and qualitative data to inform evaluation findings and service improvement.
- Manage evaluation budgets, timelines and resourcing to ensure outcomes are delivered within agreed scope.

Communication and Stakeholder Engagement

- Prepare clear, concise evaluation reports, briefs and presentations for the Project Control Group, Mental Health Strategy Implementation Team and other stakeholders.
- Build and sustain effective relationships across the Digital Health Partner team, clinical leads, MCRI, the Department of Paediatrics and the broader Campus mental health sector.
- Coordinate consultation activities with clinicians, families and consumer/carer representatives to inform evaluation design and interpretation of findings.
- Escalate critical evaluation findings or delivery risks appropriately, ensuring timely, transparent communication.

Organisation, Planning and Administration

- Maintain accurate evaluation records and data in compliance with privacy, security and legislative requirements, including for sensitive mental health, suicide and self-harm data.
- Lead continuous improvement of evaluation tools, processes and documentation to enhance efficiency and rigour.

Teamwork, Leadership and Professionalism

- Collaborate effectively within the multidisciplinary Mental Health Strategy Implementation Team and with Campus leadership to achieve shared goals.
- Ensure evaluation activities and recommendations align with existing policy, clinical guidance and frameworks.
- Show initiative, autonomy and accountability in delivering evaluation outcomes.
- Uphold workplace health and safety responsibilities for self and others.
- Other duties as directed, consistent with the employee's skill level and classification.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in a relevant field (e.g. public health, evaluation, psychology, social work, health sciences) and/or equivalent industry experience.
- Demonstrated experience designing and delivering program or project evaluations in a complex healthcare environment.
- Experience collecting, analysing and reporting on quantitative and qualitative data to inform service or quality improvement.
- Proven ability to build effective working relationships with a range of internal and external stakeholders.
- Critical analysis, systems and strategic thinking skills.

Desirable:

- Postgraduate qualification in evaluation, public health, or a related discipline.
- Experience evaluating digital health or EMR-integrated clinical tools.
- Knowledge of the Royal Commission into Victoria's Mental Health System and its recommendations.
- Experience or understanding of infant, child and adolescent mental health, trauma-informed care, or suicide and self-harm prevention frameworks.

KEY SELECTION CRITERIA

- Demonstrated experience in evaluation design, implementation and reporting for quality improvement or digital health projects.
- Demonstrated ability to build and maintain effective working relationships with internal and external stakeholders, including clinicians, researchers and consumer/carer representatives.
- Excellent organisational and time management skills with the ability to prioritise workload and competing demands.
- Excellent verbal and written communication skills and attention to detail, including the ability to translate complex evaluation findings for varied audiences.
- Demonstrated ability to analyse multiple sources of information and synthesise these into clear, practical recommendations.
- Demonstrated ability to work with initiative and autonomy in the pursuit of team and Strategy goals.
- Ability to handle confidential and sensitive information – including mental health, suicide and self-harm related data – with discretion.

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 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 LGBTIQI community and people with disability.

Position description last updated

August 2026