

Position Description

Position title	Social Worker
Department / Division	Social Work Department / Division of Allied and Digital Health
Classification	Grade 1 Year 2 – Grade 1 Year 6 (SC12 – SC16)
Position reports to	Manager Social Work and Spiritual Services
No. of direct & indirect reports	N/A
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
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
The Royal Children's Complex Care Hub is an interdisciplinary service that has been established to lead and coordinate the health care experiences for complex patients and their families. Patients with complex needs frequently require multiple teams, advanced technology and medical equipment to support their care needs, both within the hospital and at home.

ROLE PURPOSE
The social worker works as an integral part of the Royal Children's Complex Care Hub to deliver and improve service provision for children with complex needs and their families and to initiate strategies to better support their psychosocial care needs. Working in close collaboration with medical, nursing and allied health staff on wards and in outpatient clinics, Social Workers work to deliver the best psychosocial outcomes for the patient and family while also working in close collaboration with other service providers within the hospital and the community. The social worker works with families both onsite at the RCH as well as via telephone and conducting home visits and assessments where clinically indicated.
KEY ACCOUNTABILITIES
Provision of Care • Provide high quality, evidenced based clinical care to children and families presenting with a broad range of psychosocial needs, including: - Assessment - Advocacy - Referral - Interventions for vulnerable children - Support and counselling for children and families in crisis situations including life limiting diagnosis, disability, family violence, trauma and bereavement - Crisis intervention Lifelong Learning • Development of professional capabilities/use of self through active participation in clinical supervision, performance appraisal and professional development Collaborative Practice • Promote and develop partnerships with community providers / Social Work networks • Improve multidisciplinary pathways for discharge and transition to appropriate services • Demonstrates partnerships with child / adolescents / family Communication • Well Developed verbal communication and interpersonal skills and attention to detail and ability to interact with a variety of stakeholders. • Communicate effectively with patient and families to ensure their understanding and that their needs and views are included in plans and actions Continuous Improvement • Achieve and maintain competency in relevant skills in line with social work department requirements • Identify personal and professional development needs and plan and implement strategies for achieving them Supervision, Leadership and People Management • Contribute to the development of the profession through activities such as student fieldwork education programs Organisational skills • Maintain accurate and timely written and statistical records • Developed organisational skills Research

- Engage in quality improvement & evaluation projects to enhance existing Social Work & Allied Health services and materials provided to patients and families
- Participate in other projects allocated by the Manager Social Work and Spiritual Care, direct supervisor and/or Stream Leader

QUALIFICATIONS AND EXPERIENCE

Essential:

- Hold a degree in Social Work from an accredited course/university
- Eligible for membership for Australian Association of Social Workers (AASW)
- Meet AASW accreditation standards for Continuing Professional Education
- Uphold the AASW Code of Ethics

Desirable:

- Demonstrated capacity to respond to vulnerable children, trauma and bereavement
- Clinical experience recognised in paediatrics, child and family sector or closely related field of practice
- Possess an understanding of relevant legislation and practice frameworks relating to family violence practice, including but not limited to the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS) and the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM).
- Knowledge of the Victorian disability services and / or NDIS

KEY SELECTION CRITERIA

- Excellent interpersonal, communication and presentation skills
- Strong team player yet with the ability to work independently
- Ability to work in a multidisciplinary team and effectively articulate the social work role
- Understanding of community resources and legislation relevant to children and families
- Commitment to building professional skills and capacity
- Commitment to professional supervision and willingness to seek appropriate guidance and direction.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check, a NDIS worker screening check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check and NDIS screening 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
- 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 LGBTIQI community and people with disability.

Position description last updated

July 2026