

Position Description

Position Title	Paediatric Oncology Statewide Multidisciplinary Meeting Coordinator		
Department / Division	Children's Cancer Centre, Division of Medicine		
Award	Victorian Public Health Sector (Health And Allied Services, Managers And Administrative Workers) Single Interest Enterprise Agreement 2016-2020		
Classification	Grade 3 (AO31 – AO35)	Employment Status	Part Time 0.65 EFT Fixed Term
Position reports to	Operations Manager, Children's Cancer Centre		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital

The Royal Children's Hospital (RCH) has cared for the children and young people of Victoria since it was founded in 1870. As a tertiary and quaternary centre, the RCH cares for the most critically ill and medically complex paediatric patients in Victoria. In addition to providing a full range of clinical services, the hospital also supports many health promotion and prevention programs. With more than 6,000 staff, 12 wards and 350 beds, the RCH is the major specialist paediatric hospital in Victoria, and also provides care for children and young people from Tasmania, southern New South Wales and other states around Australia and overseas.

We are the state's busiest paediatric Emergency Department, often experiencing more than 300 presentations on any given day. The RCH is committed to working with health services across the state and plays a significant role in many critical state and nationwide services. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time, for the benefit of all Victorian children. The Royal Children's Hospital is committed to the health, safety and wellbeing of all children and young people. Click here for further information on our Commitment to Child Safety: <http://www.rch.org.au/quality/child-safety/>

In April 2016, the RCH became the first Australian hospital to implement the world-leading 'Epic' electronic medical record (EMR). RCH has a strong focus on supporting the successful delivery of the Parkville Connecting Care program – a shared EMR with the Royal Women's Hospital, The Royal Melbourne Hospital and Peter MacCallum Cancer Centre.

The RCH is located within the Melbourne Biomedical Precinct, which is home to more than 45 world-class biomedical organisations, with collectively more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region.

Further information on the RCH including the new RCH Strategic Plan 2019-21 Great Care, Everywhere is available at www.rch.org.au

ROLE PURPOSE

The treatment of paediatric cancer is complex and requires the collaboration of multiple clinicians from a variety of disciplines to ensure optimal care. Multidisciplinary meetings (MDM) provide an integrated team approach to health care in which medical and allied health professionals consider all relevant treatment options and develop collaboratively an individual treatment plan for each patient.

The Children's Cancer Centres at the RCH and Monash Children's Hospital are the primary diagnostic and treatment centres for children and adolescents with cancer in Victoria, Peter MacCallum Cancer Centre is the statewide paediatric radiation therapy service and regional shared care centres provide some low-complexity care to regional patients. In addition, from time to time interstate and international patients receive treatment in Victoria.

Given the complexity and rarity of paediatric cancer a collaborative approach for diagnosis, treatment planning and monitoring is crucial. The treatment centres are committed to centralised MDMs, where every child or adolescent in Victoria is discussed at a combined meeting, with the appropriate multidisciplinary expertise in the room.

The Paediatric Oncology Statewide MDM Coordinator is responsible for the effective and efficient management of the weekly statewide Oncology MDMs (Solids, Liquids & CNS) in addition to the coordination of a monthly Musculoskeletal Treatment Planning meeting. The role is responsible for ensuring the quality of the MDMs, aligned with the Victorian Statewide MDM Framework.

The MDM coordinator will work in collaboration with the meeting Chairs, the CCC administrative teams, and the Paediatric Integrated Cancer Service (PICS) to ensure:

- The format of the meetings are in compliance with the DHHS Statewide MDM Framework & quality standards
- The administration and data recording is sufficient to support regular quality audits to ensure that KPIs are being met
- The meetings maintain the required level of professional involvement to retain the statewide component of the program

The position is based in the Children's Cancer Centre at The Royal Children's Hospital, with a regular day in the Children's Cancer Centre at Monash Children's Hospital.

KEY ACCOUNTABILITIES

Customer Service

- Provide a high level of customer service to stakeholders
- Maintain internal and external communications in line with Departmental and organisational changes
- Work in collaboration with multidisciplinary teams including local, regional and interstate members
- Provide advice, guidance and support to the meeting Chairs, participants and support staff to ensure adherence with policy and procedures and relevant legislation; specifically the Victorian Department of Health & Human Services Multidisciplinary Meeting Framework Guidelines

Administration

- Act as the primary point of contact for all internal and external referrals to the MDM
- Ensure patient consent is obtained prior to MDM discussion
- Coordinate MDM administration workflow to ensure optimal outcomes within prescribed timelines
- Collate referrals, prepare agenda and ensure all necessary investigation results, pathology slides and radiology, patient records are available for the meeting, scanned and loaded to computer
- Be responsible for the logistics, technical set up and management of the MDMs
- Contact external paediatricians, relevant GPs or other specialists who may have a specific interest in being part of the case discussion, and coordinate the agenda/timing to suit
- Attend all MDMs, support the Chair, and ensure MDM notes are completed in the electronic medical record and distributed to relevant health services/clinicians
- Ensure MDM notes are completed and co-signed in accordance with the process for Medicare Billing
- Liaise with the Office Coordinator of the Children's Cancer Centre, RCH to ensure all Medicare billing is undertaken for Royal Children's Hospital, Monash Children's Hospital and Peter MacCallum employees.
- Provide backfill for the billing processes in the absence of the Office Coordinator, CCC RCH, including maintaining up to date knowledge of IT systems, policies and processes related to Medicare Billing.
- Maintain the *Attendance and Participant* dataset, adding details following each meeting, in accordance with the process and requirements for Medicare Billing
- Lead the ongoing development, review and maintenance of administrative processes and improved communication mechanisms
- Assist in monitoring and reporting on key performance indicators

Service Improvement

- Liaise with the Paediatric Integrated Cancer Service (PICS) Service Improvement team in relevant MDM projects

General

- Actively participate and contribute to continuous improvement and continuing education opportunities
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork
- Other duties as directed consistent with the employee's skill level and classification

Leadership

- Provide technical leadership in the use of video conferencing technology used to conduct the MDM meetings e.g. Zoom
- Provide expert guidance and leadership to MDM Chairs and MDT members in the conduction of MDM meetings to ensure compliance with Statewide MDM Framework and quality standards
- Orientate new staff to the MDMs as required, ensuring staff are aware of their responsibilities in MDM documentation and participation
- Orientate the Office Manager, CCC RCH in the MDM processes to ensure backfill support in the absence of the MDM Coordinator

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in a related field and/or relevant industry experience

- Demonstrated ability to engage and build strong relationships
- Demonstrated commitment to lead and contribute as part of a team
- Demonstrated proficiency in the use of established administrative processes
- Experience in continuous improvement
- Demonstrated experience in organising and maintaining clinical meetings

Desirable:

- An understanding of the healthcare sector, specifically Oncology services and Multidisciplinary Meetings

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's Check throughout their employment*
- *A current, full drivers 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.*

KEY SELECTION CRITERIA

- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisations and ensuring a high level of service to the team
- Demonstrated ability to work independently and within a multidisciplinary team
- Excellent organisational and planning skills
- Excellent verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders
- Highly developed attention to detail
- Ability to handle confidential and sensitive information with discretion
- Ability to work with initiative and autonomy
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area of expertise;
- Ability to work flexibly to ensure coordination is provided for all MDM meetings

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- **Unity** - We work as a team and in partnership with our communities
- **Respect** - We respect the rights of all and treat people the way we would like them to treat us
- **Integrity** - We believe that how we work is as important as the work we do
- **Excellence** - We are committed to achieving our goals and improving outcomes

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, all members of the LGBTQI community and people with disability.

Position description last updated	August 2020
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