

Position Description

Position title	Transition Support Worker
Department / Division	Transition Support Service, Department of Adolescent Medicine
Classification	A03
Position reports to	Operational: Manager Transition Support Service Professional: Director Adolescent Medicine
No. of direct & indirect reports	2
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</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 (Optional)
<p>The Transition Support Worker role is an essential role within the Transition Support Service, Department of Adolescent Medicine, providing preparatory support and coordination for adolescent patients and their parents and carers transitioning from the RCH to adult care and collaborating with all departments at the RCH. In addition to providing a positive experience with transition care at the RCH for patients and their families, the Transition Support Worker</p>

performs an integral function within the structure of the organisation enabling better access for all patients at the RCH when the transition of patients is managed well and in a timely manner.

ROLE PURPOSE

The Department of Adolescent Medicine, Royal Children's Hospital Melbourne, is a multidisciplinary specialty department providing inpatient and outpatient care to adolescents experiencing both physical and mental health concerns. Sub-speciality teams within the Department of Adolescent Medicine include the Eating Disorders Service, the Gender Service, Transition Support Service, the Young People's Health Service and the Chronic Illness Peer support (ChIPS) team.

The Transition Support Worker has an important role within the Transition Support Service team to deliver 'Great Care'. Under the guidance of the Transition Support Service Manager, this key role will provide consultation, guidance, education and transition planning for our most complex patients at the RCH, and in collaboration with internal and external stakeholders. Other tasks will include participation in combined RCH and adult service transition clinics, relevant research and innovations and annual events led by the Transition Support Service.

KEY ACCOUNTABILITIES

Excellence in Health Care

- Develop a strong understanding of complex adolescent patients requiring transition to adult services including those with complex medical, surgical, developmental and mental health needs.
- Build community networks in collaboration with the Transition Support Service team.
- Work with RCH clinical transition leads and relevant external services to support optimal transition outcomes for patients.
- Liaise and consult with internal and external medical, nursing and allied health providers and relevant agencies and solve complex problems to develop comprehensive and seamless transition care plans.
- Negotiate with patients to obtain information to ensure the best (transition) outcomes for patients and their families.
- Liaise with Transition Support Service Manager to seek and provide information.

Leadership in Research and Education

- Participate in the delivery of education to staff alongside other members of the Transition Support Service team.
- Contribute to the development and review of educational materials related to transition.
- Contribute to transition research initiatives in conjunction with the Transition Support Service Manager.

Focus on Quality and Safety

- Address any feedback regarding transition issues under the guidance of the Transition Support Service Manager.
- Participate in the collection and evaluation of feedback from young people and families regarding transition practices.
- Awareness of key performance indicators and accountabilities relating to the transition of adolescent patients.
- Ensure timely completion of administrative tasks related to transition including clinic reporting and follow up care coordination.
- Provide regular updates to the Transition Support Service Manager.

- Attend regular monthly Transition Support Service team meetings.

Partners in Paediatric Care

- In conjunction with Transition Support Service Manager, liaise with adult services if needed to bring about optimum transfer outcomes.
- Participate in and facilitate joint clinics involving RCH specialties and equivalent adult health services as required.
- Facilitate referrals to other internal or external services as appropriate.

Improved organisational environment

- Participate in any other relevant research, projects or transition events as determined by the Transition Support Service Manager.
- Assist with the planning and implementation of transition clinics.

Organisational relationship

Internal

- Adolescents with chronic conditions including those with complex medical, physical, developmental and psychosocial needs, and their parents/carers.
- Working groups formed for specific projects or events.
- Clinical units caring for patients requiring transfer to adult services in particular units.
- Allied Health and any RCH departments involved in supporting the transition of patients.

External

- Adult Health Services
- Community organisations and support groups

QUALIFICATIONS AND EXPERIENCE

Essential:

- Lived experience and/or years of professional experience in healthcare transition liaising and consulting with internal and external medical, nursing and allied health providers and relevant external agencies, complex problem solving and high level care planning experience
- Demonstrated experience negotiating with patients with chronic and complex healthcare needs, to obtain information and providing comprehensive support to ensure the best (transition) outcomes for patients and their families
- Demonstrated experience negotiating with relevant internal and external stakeholders to ensure optimal transition outcomes for patients and their families
- Relevant undergraduate or post-graduate degree and/or working towards one

Desirable:

- Knowledge of the RCH Electronic Medical Record system for clinical use

KEY SELECTION CRITERIA

- Demonstrated ability to deliver high level care coordination for medically and developmentally complex patients.
- Strong ability to work with internal and external providers to establish networks and partnerships.

- Ability to show high level initiative and to work independently.
- Demonstrated ability to engage well with adolescents and their families, providing holistic care.
- Excellent verbal/written communication and interpersonal skills in working with a diverse client base including adolescent consumers and staff, as well as the ability to build and maintain positive professional relationships.
- Strong problem solving ability.
- Ability to balance competing demands – clinical, research and contributing to service development and growth.
- Understanding of the developmental needs of adolescents with complex needs including those with intellectual disability and/or Autism Spectrum Disorder and multiple medical and developmental comorbidities.
- Demonstrated understanding of the differences and challenges in transferring from paediatric to adult health services.
- Demonstrated skills with MS Office applications.

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, 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

May 2025