



Position Description

Position title	Aboriginal Case Manager
Department / Division	Wadja Aboriginal Family Place/ Division of Medicine
Classification	Community Development Worker Class 2B Year 1 – Year 4 (XX7 – XX12)
Position reports to	Operational: Director, Wadja Aboriginal Family Place
No. of direct & indirect reports	N/A
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

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 Wadja Aboriginal Case Manager is part of the Wadja Aboriginal Family Place, which sits within the Royal Children's Hospital (RCH) Division of Medicine. Wadja is dedicated to improving health outcomes for Aboriginal and

Torres Strait Islander children, young people, and families by delivering culturally safe, holistic care that addresses physical, emotional, spiritual, and social wellbeing.

The team works closely with medical, nursing, allied health professionals, and community partners to ensure Aboriginal patients receive timely, coordinated care that is culturally appropriate and responsive to their needs. Looking ahead, the focus is on reducing health disparities, improving access to services, and fostering partnerships that support better outcomes for Aboriginal communities across Victoria and Australia.

ROLE PURPOSE

The Wadja Aboriginal Case Manager supports the Royal Children's Hospital (RCH) vision of "A world where all kids thrive" by ensuring Aboriginal and Torres Strait Islander children, young people, and families receive holistic, culturally safe care that addresses spiritual, physical, emotional, and mental wellbeing.

Wadja also plays a key role in advancing RCH's strategic priorities by strengthening knowledge-sharing across health services, innovating in clinical excellence, and embedding the voices of young people and families in care planning.

As an integral member of Wadja Aboriginal Family Place, the Case Manager provides intensive support through engagement, assessment, advocacy, discharge planning, and referral pathways. The role works collaboratively with medical, nursing, allied health teams and external stakeholders to deliver culturally appropriate care and remove barriers to timely access, improving health outcomes for Aboriginal children and families.

KEY ACCOUNTABILITIES

- Assess and respond to the social, cultural, emotional, and medical needs of Aboriginal patients and families.
- Support patients and families to understand medical processes, consent, and culturally appropriate discharge plans.
- Coordinate care and discharge planning for Aboriginal patients with complex needs, ensuring access to internal and external services.
- Advocate for patients and families in decision-making and consent processes.
- Collaborate with Wadja and multidisciplinary teams to deliver culturally inclusive care and improve service pathways.
- Participate in quality improvement, staff education, and community engagement initiatives to enhance outcomes for Aboriginal patients.
- Engage in ongoing professional development, supervision, and projects that strengthen service delivery and cultural safety.
- Maintain accurate documentation in EMR and comply with RCH policies for safe care and discharge.

QUALIFICATIONS AND EXPERIENCE

(This is an Aboriginal identified role (as per s12 of the Equal Opportunity Act 2010 (Vic)

Essential:

- Demonstrated knowledge of Aboriginal cultural, values and history
- Demonstrated experience working with Aboriginal children, young people and/or families
- Demonstrated understanding of social and transgenerational issues impacting on Aboriginal health and well-being

Desirable:

- Relevant professional experience in Aboriginal health care or Aboriginal child and family services setting in highly desirable

- Tertiary hospital experience

KEY SELECTION CRITERIA

- Proven experience engaging with Aboriginal and Torres Strait Islander communities to enhance the health and wellbeing of Aboriginal children, young people, and families.
- Demonstrated ability to foster and maintain collaborative working relationships with colleagues to ensure effective service coordination, cooperation, and optimal clinical outcomes for Aboriginal children, young people, and families.
- Highly adaptable and flexible team player, with the ability to contribute to a high-performing team environment while working independently when required.
- Exceptional interpersonal, communication, and advocacy skills, with the capacity to engage effectively across diverse stakeholders.
- Proficiency in using computer applications for database management and related administrative tasks.

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	January 2026
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