Position Description

Position title	Youth Engagement Coordinator
Department / Division	Partnerships and Consumer Engagement, Communications Division
Classification	Grade 3 Year 1 – Grade 3 Year 5 (AO31 – AO35)
Position reports to	Director Partnerships and Consumer Engagement
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

The role sits within the Partnerships and Consumer Engagement department. Comprised of a small and high performing team, the department has responsibility to ensure the RCH effectively embeds lived experiences of patients, and their family members and carers, into hospital-wide improvement and innovation projects, specifically in relation to the National Standards for Partnering with Consumers, while coordinating family services and onsite activities, the RCH Archives, Interpreter Service, Volunteer Service and online resources including the RCH Shop.

ROLE PURPOSE

The Youth Engagement Coordinator is responsible for a range of engagement projects that help embed child and youth voice and participation in the design, delivery and evaluation of key hospital improvement and innovation efforts. This will be achieved by, for example, coordinating the Youth Advisory Network (leveraging this community to feed into hospital-wide projects) and the Youth Advisory Committee (a smaller group who will meet on a regular basis to enable and drive child and youth engagement across the RCH).

The Youth Engagement Coordinator role is youth-led and takes a trauma informed approach while operating according to relevant legislation and internal policies and procedures, including Victoria's Child Safe Standards.

KEY ACCOUNTABILITIES

Customer service

- Coordinate the delivery of child and youth engagement activities across the RCH to ensure the perspectives and experiences of children and young people inform projects, programs and service improvement initiatives.
- Lead the recruitment, onboarding, engagement and retention of members of the Youth Advisory Network.
- Coordinate the Youth Advisory Committee, including membership, meeting schedules, agendas, minutes and follow-up actions.
- Maintain positive and ongoing relationships with children and young people, supporting their participation and ensuring they have a safe and positive engagement experience.
- Advocate for meaningful child and youth engagement and the value of lived experience perspectives across the RCH.

Stakeholder management

- Build and maintain effective working relationships with internal and external stakeholders to support the integration of child and youth voice and participation into hospital-wide projects and initiatives.
- Provide advice and practical support to departments seeking to engage children and young people in project planning, service design and evaluation activities.
- Promote opportunities for child and youth involvement through appropriate internal and external communication and stakeholder channels.
- Be a key point of contact for child and youth engagement enquiries across the RCH.

Quality

- Establish and promote best-practice child and youth participation principles across the organisation, that aligns with the RCH Partnering With Consumers Framework and other relevant strategies and frameworks.
- Develop and maintain a suite of engagement resources, guidelines and processes to support the child and youth engagement practices across the hospital.
- Ensure child and youth engagement activities are delivered in accordance with organisational policies, child safety requirements and best-practice child and youth participation frameworks.
- Support the evaluation of child and youth engagement activities and identify opportunities for improvement by collecting, analysing and reporting on key metrics including participation, feedback and outcomes.
- Ensure child and youth engagement activities are culturally safe, inclusive and accessible for children and young people from diverse backgrounds and lived experiences.
- Promote and uphold child safety, wellbeing and safeguarding requirements in all interactions with children and young people.

Administration

- Support the administration and monitoring of the child and youth engagement budget.
- Process invoices, reimbursements and payments in line with organisational policies and procedures.
- Coordinate resources and procurement requirements for child and youth engagement activities and events.

Team work

- Actively participate and contribute to continuous improvement and education opportunities.
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and teamwork.

QUALIFICATIONS AND EXPERIENCE

Essential

- Technical/ administration training with several years' experience or equivalent work experience.
- Demonstrated experience coordinating programs, projects or engagement activities and events involving children and/ or young people.
- Strong organisational and administrative skills, with the ability to work independently and collaboratively across a multidisciplinary team environment.
- Commitment to child safety, inclusion and cultural safety.

Desirable

- Qualifications in youth work, community development, public health, communications, social sciences or a related discipline.
- An understanding of the healthcare, not-for-profit and/ or government sector.

KEY SELECTION CRITERIA

- Proven ability to support and empower children and young people to contribute confidently and meaningfully to organisational initiatives and decision-making.
- Demonstrated understanding of child and youth participation, co-design and consumer engagement principles, and the ability to apply these in practice.
- Highly developed organisational and planning skills with the ability to manage multiple priorities, coordinate competing demands and meet deadlines.
- Strong communication and interpersonal skills, with the ability to engage, influence and collaborate with a diverse range of stakeholders at all levels of the organisation.
- Well-developed written communication skills, including the ability to prepare governance documents (incl policies and procedures), reports, meeting papers, presentations and engagement materials.
- Demonstrated analytical and problem-solving skills, with the ability to interpret feedback and identify opportunities for continuous improvement.

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
- 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	**November 2026**