

## Position Description

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| <b>Position title</b>                       | PICS Project Lead: Service Improvement                                                                                |
| <b>Department / Division</b>                | Paediatric Integrated Cancer Service (PICS) / Medicine                                                                |
| <b>Classification</b>                       | Admin Grade 6 Level 1 – Level 5<br>(AO61- AO65)                                                                       |
| <b>Position reports to</b>                  | Operational: Director, Paediatric Integrated Cancer Service                                                           |
| <b>No. of direct &amp; indirect reports</b> | N/A                                                                                                                   |
| <b>Location</b>                             | The Royal Children's Hospital, Flemington Road, Parkville                                                             |
| <b>Risk category</b>                        | Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently |

| <b>The Royal Children's Hospital</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</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 <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</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 <a href="http://www.rch.org.au">www.rch.org.au</a></p> |

| <b>ROLE CONTEXT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <p>The Victorian Paediatric Integrated Cancer Service (PICS) is the state-wide service improvement network for childhood cancer hosted by The Royal Children's Hospital (RCH), within the Division of Medicine. As part of this structure, PICS is strategically positioned to influence and coordinate paediatric cancer service development across Victoria. Functioning within the Victorian Integrated Cancer Services (VICS), an initiative of the Victorian Department</p> |

of Health, for the past 20 years, PICS plays a critical role in driving system-wide collaboration, integration, and service improvement across metropolitan and regional providers.

PICS is responsible for facilitating a cohesive, family-centred, and evidence-based approach to paediatric cancer care. The team works across service boundaries, engaging with clinicians, health services, researchers, and consumers to ensure care is consistent, high quality, and aligned with current best practice. With a focus on continuous improvement, PICS is committed to expanding access to coordinated care, enhancing supportive care pathways, and strengthening consumer engagement to shape a more responsive and equitable paediatric cancer care system for the future.

## ROLE PURPOSE

This role works as part of the PICS Service Improvement team on initiatives that drive best practice cancer care for children and adolescents in Victoria. This role is responsible for the management and completion of improvement projects, through strong engagement with health service staff across PICS' partner health services sites.

## KEY ACCOUNTABILITIES

### Project management

- Deliver delegated health service and system improvement projects that align to strategic goals of the PICS network and improve patient experience and outcomes.
- Develop project documentation and establish project governance to ensure the goals are achievable and appropriate, and risks are identified and managed.
- Consult with subject matter experts and clinical leaders to ensure currency, relevance and feasibility of project objectives.
- Lead monitoring and evaluation activities to demonstrate change has been sustained and impactful.
- Monitor and report on statewide optimal care targets and paediatric oncology key performance indicators, to identify and communicate opportunities for improvement, and reduce unwarranted variation in care.
- Actively ensure that the patient experience is incorporated into all PICS service improvement activities through engagement with consumer groups.

### Leadership & Strategy

- Lead statewide or local projects through close stakeholder management of clinicians, consumers and health service leadership position
- Draw upon the best available evidence with due consideration to the work already available or underway, to avoid duplication of effort
- Ensure timely and relevant reporting to internal stakeholders and external regulatory bodies

### Teamwork

- Independently lead and manage projects from initiation to completion, taking full ownership for planning, delivery, and achievement of project outcomes in alignment with PICS Strategic Priorities
- Contribute to a supportive team environment, offering guidance and support to junior staff by collaborating in the project design process

### Quality

- Embed a culture of continuous improvement within project delivery, identifying opportunities to refine practices and implement innovative solutions

- Utilise PICS project management tools to develop evaluation and monitoring measures that identify project success
- Lead project evaluation activities that identify future improvement opportunities and develop recommendations for future project activities

#### **Stakeholder Management**

- Develop and implement project communication strategies that maintain a high level of awareness amongst key stakeholders and facilitate information flow.
- Work with MDT staff across RCH, Monash Children's Hospital (MCH) and Peter MacCallum Cancer Centre (PMCC) and the Regional Outreach & Shared Care Program (ROSCP) Partner sites in alignment with assigned projects.

### **QUALIFICATIONS AND EXPERIENCE**

#### **Essential:**

- Tertiary qualifications or extensive equivalent experience in project management.
- Experience managing complex health-related projects within rigorous governance systems.
- Demonstrated work experience in basic data manipulation and reporting.
- Experience in developing project documentation (e.g. Program/Project Logic, project plans, project reports, evaluation reports) and communication tools using a variety of platforms.

#### **Desirable:**

- Experience in a health-related field (e.g. public health, health promotion, health information management, health administration, medicine, nursing, allied health) would be highly desirable.
- Experience in a paediatric or cancer related role would be beneficial.

### **KEY SELECTION CRITERIA**

- Strong project management and implementation experience using evidence-based methodology for service improvement.
- Broad knowledge of improvement and project management methodologies used in healthcare, designed to enhance quality, efficiency, and patient outcomes.
- High level written and verbal communication skills, including consultation, negotiation, liaison, education, and cooperation with a wide range of key stakeholders and across various health care settings.
- Demonstrated ability to undertake clinical audits and basic data analyses.
- Demonstrated ability to develop and execute baseline metrics and robust impact evaluation measures.
- Demonstrated experience working in health service improvement.
- Understanding and experience of the health care system and patient care approached such as multidisciplinary care, coordination of care and care standards and protocols.
- Demonstrated skill in presenting project plans and outcomes to clinical audiences using engaging and varied tools.
- Proven capacity to contribute to strategic planning and take a lead role in developing initiatives.
- Strong competence in planning, organising, setting priorities, meeting schedules, and delivering projects on time.
- Proven capability to work effectively both independently and within teams.
- Flexibility to alter priorities to meet changing demands.
- Ability to structure and scope complex problems and apply a range of analytical tools to develop solutions.

## OTHER REQUIREMENTS

- Will occasionally be required to work at MCH or PMCC to facilitate collaborative working with PICS partners
- 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

November 2025