

Position Description

Position title	Transition of Care Worker
Department / Division	Adolescent Medicine / Medicine
Classification	Grade 3 Year 1 – Grade 3 Year 5 (AO31 – AO35)
Position reports to	Operational: Manager Transition of Care Service Professional: Director Adolescent Medicine
No. of direct & indirect reports	0
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 <i>A world where all kids thrive</i>. 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 Department of Adolescent Medicine is a multidisciplinary specialty department providing inpatient and outpatient care to adolescents experiencing both physical and mental health concerns. Sub-speciality teams within the team

include the Eating Disorders Service, the Gender Service, Transition of Care Service, the Young People's Health Service and the Chronic Illness Peer support (ChIPS) team.

The Transition Support Worker role is an essential role within the Transition of Care 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 of Care Worker 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 Transition of Care Worker has an important role within the Transition of Care Service team to deliver 'Great Care'. Under the guidance of the Transition of Care 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 of Care Service.

KEY ACCOUNTABILITIES

Customer Service and Stakeholder Management

- Provide a high level of patient and family-focused transition care
- Build and maintain key working relationships with internal departments and external service providers
- Collaborate with multidisciplinary teams across the organisation and with external health services to ensure excellence in transition care
- Respect the needs of patients, families and staff and maintain a professional approach for all interactions at all times

Administration

- Assist with monitoring and reporting on key performance indicators
- Provide care coordination to patients and their families and communicate this plan with all members of their treating teams
- Ensure accurate and up-to-date patients notes are recorded in the Electronic Medical Record to support the smooth transition to adult health services
- Track the patient journey through RCH to ensure timely, safe and coordinated transfers to adult health services
- Deliver education and training to RCH staff on transition and support clinicians across the organisation to discuss transition to adult care with patients and families
- Assist with the planning and implementation of joint RCH and adult health services clinics

Quality

- Actively participate and contribute to continuous improvement and continuing educational opportunities
- Participate in the collection and evaluation of feedback regarding transition care from patients and families
- Participate in research activities, service evaluation or other events as requested by the Transition of Care Service Manager

Teamwork

- Work in collaboration with other Transition of Care Service team members to ensure excellence in service delivery
- In collaboration with the Transition of Care Service Manager to develop, review and maintain educational materials for patients, families and service providers
- Actively participate in Transition of Care Service team meetings, planning days, group training and PDAP reviews

QUALIFICATIONS AND EXPERIENCE

Essential:

- Ability to build and maintain key working relationships across the organisation and with external stakeholders
- Proven commitment to work and contribute as part of a team and to work autonomously
- Proficiency in the use of established administrative processes, with the ability to handle confidential and sensitive information with discretion

Desirable:

- Experience in the healthcare sector and/or healthcare transition
- Relevant undergraduate or post-graduate degree and/or working towards one
- Knowledge of Electronic Medical Record system for clinical use

KEY SELECTION CRITERIA

- Strong customer service with the demonstrated ability to engage and maintain key relationships with adolescents and families and ensuring a high level of service to customers
- Demonstrated ability to work with initiative and routine supervision, as well as autonomously and as part of multidisciplinary teams
- Demonstrated commitment to participating in and contributing to continuous improvement and education opportunities
- Ability to contribute actively and positively as a member of the Transition of Care Service team to ensure ongoing excellence in service delivery and teamwork
- Demonstrated problem solving, communication and negotiation skills
- Excellent communication and interpersonal skills collaborating with a variety of internal and external stakeholders
- Ability to balance competing demands while continually contributing to improved service delivery
- 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

July 2026