

POSITION DESCRIPTION

Position title	Family Wellbeing and Transition Coordinator		
Hours	Part-time (0.6 FTE) 22.5 hrs	Contract terms	12-month Term contract with potential to extend or become permanent
Location	Royal Children’s Hospital and Redkite office as required	Department	Services and Impact
Reporting to	Manager – Service Quality and Engagement	Number of Direct Reports	0

Primary Purpose

The primary purpose of this position is to provide and facilitate support to families whose children are treated in Hospital following a cancer diagnosis. This includes Redkite’s diagnosis Red Bag distribution, registering families for Redkite services, providing information about relevant Redkite programs and other charity programs that may be of benefit. There will be a focus on supporting transitioning families from hospital support to Redkite’s community social work team as required, and facilitating peer support and activities on ward that meet family needs in collaboration with Royal Children’s Hospital (RCH) social work and oncology teams. This role works closely with relevant hospital team members at the RCH, in particular the social work team, to ensure integrated support is provided to family members both in the hospital, and at home.

Key Focus Areas

Deliver Best Practice Care

- Ensure that families are well supported, receive a Red Bag and warm introduction to Redkite and the services we provide (including to family members at home) to enable whole of family support throughout their entire cancer experience.
- While families are on treatment, deliver high quality family wellbeing and peer support programs to children and their families in accordance with policies and procedures; including but not limited to distributing resources, facilitating wellbeing activities on the ward and in the out-patient clinic for families that strengthen peer connection.
- When appropriate, enable the supported transition of children and their carers to appropriate Redkite services and other relevant support in the community. This includes consultation, close liaison with the Hospital Social Work Team, Redkite’s Community Support Team and other relevant service providers to promote continuity of care for the whole family beyond treatment.
- Record keeping and data entry in accordance with Redkite’s policies and procedures and aligned with hospital requirements

- Advocate to address client need and promote equity of access to necessary services
- Maintain strong knowledge of key sources of practical, financial, emotional and education support for children and young people facing cancer and their families to enable quality referral
- Contribute to the process of program procedures and protocols in accordance with identified need
- Actively and positively participate in professional supervision provided by Redkite
- Practice in a manner that demonstrates an awareness of diversity and fosters inclusion
- Develop an understanding of the complex family systems of some patients, including a commitment to promoting child safety and wellbeing

Project Work

- Support and contribute to the development, implementation and evaluation of family and other support projects and programs
- Contribute effectively to project initiatives under the direction of the relevant project manager and in collaboration with the project team

Quality Assurance, Research and Evaluation

- Participate in service development and improvement processes and activities
- Ensure support is delivered within Redkite psychosocial framework and aligned with hospital care models

High Quality Teamwork and Participation

- Demonstrate and promote professionalism, respect and open communication
- Utilise well-developed communication, consultation, negotiation and conflict resolution skills to work collaboratively within a dynamic national Redkite team and a local Hospital Team
- Participate in team meetings, project teams and relevant committees and represent Redkite as needed.

Key Stakeholder Engagement and Relationship Management

- Develop and maintain positive working relationships with relevant hospital team members
- Develop and maintain positive working relationships with relevant not for profit agencies who also provide support to children with cancer and their families at RCH and in the community
- Develop and maintain positive working relationships with the Redkite Community Support team and the wider Redkite team
- Promote Redkite's services to children, young people and families and potential service referrers

Skills & Competencies

Essential	<ul style="list-style-type: none">• A minimum of 2 years' experience providing community support services to children, young people and families• An ability to engage with and provide support to children, young people and families• An ability to establish and maintain collaborative partnerships with internal and external teams in relation to optimising service delivery outcomes• Case-noting and record-keeping skills• Diploma or equivalent qualification in a related field such as Social, Community, Family or Human Services etc• A current Working with Children's check or willingness to obtain one• Full vaccination (boosted) against Covid-19, in compliance with any public health orders, unless you have a medical exception• Willingness to comply with any direction given by RCH to be vaccinated against, or prove immunity to, any other disease, unless you have a relevant exemption
Desirable	<ul style="list-style-type: none">• Previous employment in oncology or other health related support areas (including community agencies)• Experience in developing family support programs