

Position Description

Position Title	Manager
Position Number	30027415
Division	Clinical Operations
Department	Mental Health Mental Health & Wellbeing - Development & Systems
Enterprise Agreement	Mental Health EBA
Classification Description	Mental Health Nurse Level 5 / Social Worker Grade 4 YR1 / Occupational Therapist Grade 4 YR1
Classification Code	NP51 / HR9 / HR25
Reports to	Deputy Director of Nursing, Mental Health
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Clinical OperationsClinical Operations Division

The Clinical Operations Division encompasses acute and mental health services. We provide a wide range of general medical, surgical and speciality services including; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics and Mental Health Services.

Within a state-of-the-art hospital, the team provides high-quality services using the latest technologies. Our eleven operating theatres (including two endoscopy rooms), critical care, Emergency and women's wards all have access to critical services lifts that link to the helipad allowing rapid transfer of patients both in and out of the health service.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

The Mental Health Mental Health and Wellbeing Directorate

Mental Health and Wellbeing Services are committed to providing services across the Loddon-Campaspe and Southern Mallee region which are consumer led and recovery focused privileging self-determination in collaboration with families and carers. We deliver treatment and care that is sensitive to gender and culture, informed by an understanding of responses to trauma, and responsive to the contexts of the individual and their community. Mental Health programs actively engage with patients, carers, families, nominated persons, General Practitioners and the broader community. The services provided across the lifespan include community based and specialist programs, residential step-up step-down facilities as well as inpatient units.

The Position

The Manager, Development and Systems team will provide leadership and direction to the Development and Systems team as it supports the broader Mental Health and Wellbeing directorate in driving continuous and measurable systemic service delivery improvement as it relates to the systems, processes and data collection requirements used by the service. The role will report to the Deputy Director of Nursing, Mental Health and Wellbeing and will lead and support a team of eight staff providing subject matter expertise across a range of technical, system, data and clinical specialities.

Responsibilities and Accountabilities

Key Responsibilities

- To assist the Deputy Director of Nursing and Mental Health and Wellbeing Senior leadership team in supporting the broader Mental Health and Wellbeing directorate in identifying and implementing sustainable service improvement initiatives, leading the Development and Systems team in undertaking its functions

- In liaison and collaboration with other key organisational departments and roles, provide support and direction in meeting internal and external divisional auditing and statutory requirements, including relevant Accreditation frameworks as they relate to the functions of the team
- In collaboration with other key organisational departments and roles, provide expertise, support and direction to the Mental Health and Wellbeing Directorate in relation to clinical and non-clinical risk identification and mitigation
- To oversee roles and functions in relation to clinical reporting and record management systems across the Mental Health and Wellbeing Directorate, primarily MH-DMR and CMI/ODS, including interface with other Bendigo Health clinical systems in collaboration with key organisational departments
- Undertake and support project and service development across the Mental Health and Wellbeing Directorate, implementing improvement and change management activities as required in line with ongoing business and strategic planning and reform

Other responsibilities within the scope of the role include:

- Ensuring contemporary and best practice standards of mental health and wellbeing service delivery to our communities are embedded throughout and supported by the systems and data collection processes and workflows utilised across the Mental Health and Wellbeing Directorate
- Representing the Mental Health and Wellbeing directorate on relevant internal and external committees as required
- Actively fostering a 'whole of organisation' approach to system and service development and improvement to maximise performance related to change management, improvement processes, staff engagement as well as wellbeing and overall service delivery outcomes

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Demonstrated high level experience & skills in Mental Health practice and organisational leadership at a senior level
2. Comprehensive understanding of the current issues and policies impacting on the development of the speciality of Mental Health and Wellbeing care and support
3. Demonstrated high level knowledge of clinical and statutory health reporting requirements, databases and systems with a comprehensive understanding of the clinical impact on practice and service provision in the functioning and utilisation of these
4. High level organisational skills to plan, lead and implement positive changes in the area of Mental Health and Wellbeing and/or other health settings
5. Demonstrated high level interpersonal, leadership and communication skills
6. Demonstrated leadership ability, with experience managing multidisciplinary teams with an approach that fosters a whole of team approach while valuing and leveraging the individual expertise of each area of specialty
7. Demonstrated commitment to and knowledge of continuous improvement and associated quality and risk systems
8. Strong analytical skills with experience in data interpretation

Desirable

9. A degree in business, management, or a related field is preferred

10. Registered Mental Health Nurse AHPRA, Social Worker eligible for registration with AASW Occupational Therapist registered with AHPRA or demonstrated experience in providing leadership within the healthcare setting as it relates to clinical service delivery and outcomes

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.