

Position Description

Position Title	Manager
Position Number	30103332
Division	Clinical Operations
Department	Mental Health - Bendigo Adult Community Mental Health Team
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	Dependant on qualifications
Classification Code	Dependant on qualifications
Reports to	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 4,000 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 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 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

Managers at Bendigo Health are an integral part of the health care service team, providing leadership and direction to a dedicated staffing group. A manager 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 the start of this Position Description.

The role will provide leadership and direction to the Bendigo Adult Community Mental Health team (BACMHT), an integrated and multidisciplinary team delivering 5 day a week community care and treatment to persons 25 - 64 years of age. Treatment is recovery focused and provided during all stages of illness. The team encompasses a number of specialist program areas; the Perinatal Emotional Health Program (PEHP), Forensic Clinical Specialist (FCS), the Mental Health and Advice Response Service (MHARS) and Specialist clinics. As well as providing proactive treatment and support in the community setting, lead clinicians remain

involved in the care, treatment and discharge planning of their patients throughout any inpatient and/or residential admissions.

Based in Bendigo, the BACMHT is one of multiple adult community services offered by Bendigo Health Mental Health and Wellbeing Services.

Responsibilities and Accountabilities

Key Responsibilities

Strategic alignment

Leadership – This position will be responsible for ensuring that the staff group is equipped to deliver the strategic goals of the organisation by managing, coaching and supporting direct reports. The manager must work closely with all other senior staff in the team, including senior nurses in charge of shifts, the consultant psychiatrist(s) and allied health staff and meet regularly to discuss management and leadership issues.

Deliver Results – This position will be required to contribute to the organisational strategic planning process by planning, setting and monitoring clear targets for the team plan and ensuring that targets are linked to the goals of the organisation's strategic plan.

Service Excellence– this position will play a key role in providing an excellent standard of service. This will be measured internally via staff surveys and externally via patient, carer and community feedback to ensure that the organisation is delivering professional and efficient service.

Financial accountability

Analysis and Problem Solving – This position will contribute to all clinical/ non-clinical reporting including qualitative and quantitative analysis as required, accurately and within time constraints.

Compliance – This position will comply with all delegated authorities and limits and actively communicate any problems, changes or issues of which senior management should be aware. It will also be conscious of the quality, risk, OH&S and other legislative requirements when implementing systems, processes and practices.

Innovation – This position will demonstrate strong problem solving skills, including the ability to develop new processes and make improvements to existing processes and services.

People management accountability

Communicate with influence- This position will assist the development of a high performance culture through strong leadership. It will meaningfully interpret and communicate the organisations strategic direction and assist to create innovative work practices to assist staff with the change process.

Performance Management- This position will provide regular supervision, training opportunities, coaching, mentoring and guidance to direct reports. This includes being responsible for addressing issues that negatively impact performance as they arise. The incumbent will ensure that the annual performance reviews for its direct reports are completed on time.

Collaboration- This position will develop a collaborative and effective team by communicating meaningful information regularly. The position will also manage professionally and in a timely manner any issues associated with working together such as dealing with differences, conflict, shared goals and team morale.

Technical/clinical accountability

Within the framework of a bio-psycho-social model provide leadership and direction to a multidisciplinary clinical team providing acute treatment and recovery services for people with psychiatric illness

In partnership with the designated program Consultant Psychiatrist(s), monitor the clinical practice of the multidisciplinary team to ensure high quality service and standards of care are developed and maintained

Under the direction of the Psychiatric Services Director of Nursing, effectively manage resources within the team - encompassing human, financial and environmental resources

Develop an annual business plan for the team, including a review process that reflects BHCG's strategic plan and the departmental vision

Develop and maintain processes and systems, including the implementation of all relevant policies and procedures, to support improved service integration and better outcomes

Monitor and manage departmental outcomes and report on same (i.e. key performance indicators)

Identify training requirements for staff across a variety of domains, and in consultation with the Psychiatric Services Professional Development Unit, ensure that educational activities reflect current issues, trends and research.

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

Qualifications, Certificates and Registrations

1. Registered Mental Health Nurse AHPRA; or Social Worker eligible for registration with AASW; or Occupational Therapist registered with AHPRA with a post graduate diploma in mental health nursing or related field

Specialist Expertise and Knowledge

2. Demonstrated clinical experience and training in assessment and treatment of people with psychiatric illness, provision of inpatient and community based clinical psychiatric services, and an ability to provide clinical leadership with in a multidisciplinary team
3. Demonstrated leadership, human resource management and interpersonal skills, along with well-developed written and verbal communication skills and an ability to interact and communicate with a diverse range of people at all levels

4. Appropriate knowledge of information technology to enable active participation in aspects of management requiring computer literacy
5. A comprehensive knowledge of the relevant legislation applicable to the provision of psychiatric services in Victoria, along with a sound understanding of the requirements of service delivery within the context of Federal and State Government policies and strategic guidelines
6. Sound working knowledge and demonstrated experience in the implementation of Quality Improvement including the National Safety and Quality Health Service standards and National Standards for Mental Health Services

Personal Qualities, Skills and Abilities

7. High level of organisational, leadership, communication and interpersonal skills
8. A personal approach which is positive, enthusiastic and friendly, with an ability to lead a team in an environment of change and continuous improvement
9. Demonstrated commitment to ongoing professional development and a willingness and ability to learn

Desirable

10. Demonstrated knowledge or experience of the budgetary process and resource allocation, with an ability to develop, monitor and manage a budget

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.