

Position Description

Position Title	Clinical Manager – HOPE Program
Position Number	30008891
Division	Clinical Operations
Department	ECAT Triage PARC
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Classification Description	Reg Psych Nurse G5, Social Worker G4 Y1 -Y4, Occ Therapist G4 Y1 – Y4, Psychologist G4 Y1 – Y5
Classification Code	NP51, HR25 – HR28, HR9 – HR12, PM1 – PM5
Reports to	Manager ECAT, Triage, APARC & STTT (includes PACER)
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Working with Children Check • Registration with Professional Regulatory Body or relevant Professional Association • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The HOPE Program

The HOPE Program provides up to three months support for people post suicide attempt or experiencing serious suicidal ideation. Referrals for the program are made by internal Bendigo Health teams including, but not limited to the Emergency Department, Adult inpatient Unit, Short Term Treatment Team and APARC. External referral may be made by other HOPE programs or past HOPE consumers.

The aim of HOPE is to provide proactive, assertive, tailored and evidence based clinical, peer and psychosocial community-based support for a period of up to three months.

The program will also provide support to the person's carers and families to identify and build the protective factors that help to reduce the risk of suicide and suicide attempts.

The Position

The Clinical Manager is an advanced senior clinician and is accountable for the leadership for the HOPE Program. The Clinical Manager demonstrates superior consolidated clinical skills at a proficient level and the focus practice areas of evidence-based suicide intervention practices. The Clinical Manager will work closely with the HOPE consultant psychiatrist and HOPE nurse practitioner regarding clinical and risk management.

The Clinical Manager role will provide clinical leadership and program guidance for the broader multidisciplinary team, including adherence to the parameters of services, clinical standards and program objectives, and ensuring effective resource utilisation. The role will support the workforce by providing mentoring, particularly to junior clinicians, and supporting the multidisciplinary team and other network partners to support collaborative planned treatment responses and system improvements to enhance outcomes for consumers within the program.

This role actively contributes to the overall team planning to improve consumer and carer experience, through monitoring and evaluating program outcomes, and development and management of changes as appropriate.

Responsibilities and Accountabilities

Key Responsibilities

- The Clinical Manager provides evidence based clinical leadership in the assessment, planning and delivery of recovery focused care of patients referred to the HOPE program.
- Leads the addressing of priority issues within the HOPE program which are related to the consumers presenting with suicidal ideation driven by psychosocial stressors.
- Facilitates the ongoing development of clinical practice in the HOPE Program.
- Identifies clinical education needs and utilises formal and informal opportunities to improve the team's knowledge and capacity to deliver high quality consumer care.

- Provides mentorship as an expert clinician and positive role modelling through the maintenance of high standards of professional ethics and clinical competence.
- Contributes to the developing and implementing of policy and procedures to provide for appropriate clinical practice in the HOPE Program.
- Utilises evidence-based practice to define and review clinical standards of practice.
- Leads quality improvement programs that facilitate improved clinical outcomes for consumers.
- Participates in incident review processes and ensures that recommended policies and procedures are implemented and adhered to.
- Provides education and mental health consultation and treatment services to other mental health and wellbeing teams within the service, and facilitates collaborative practice within the multidisciplinary team environment.
- Provides leadership/mentoring to team members, and takes on broader team leadership responsibilities where required.
- Work in conjunction with the Manager ETP/STTT by administering time management systems to ensure accurate recording of the HOPE team's hours or work.

Key Selection Criteria

Essential

1. Bachelor of Nursing, Social Work, Occupational Therapy or Psychology.
2. Post graduate diploma in mental health and/or related field; or having completed a specialist undergraduate psychiatric nursing program or a specialist post basic course of training which led to registration as a division 3 Nurse.
3. Minimum of 5 years full time equivalent post registration experience in Mental Health with experience across a range of settings including psychiatric triage, assessment support and treatment of people with a mental illness and associated complex issues.
4. Demonstrated commitment and ability to practice utilising the recovery approach in mental health treatment and support, with a focus on working collaboratively with patients and carers to support progress towards reaching personal recovery goals.
5. Demonstrated expert level clinical expertise to initiate and lead evidence-based practice in suicide and mental health assessment, care planning and care delivery to patients with complex mental health needs and suicidal ideation.
6. Demonstrated ability to provide expert clinical consultancy, networking and dissemination of key messages across a range of key internal and external stakeholders.
7. Demonstrated ability to initiate and lead evidence-based clinical practice development and a commitment to the concept of continuous quality improvement whilst possessing excellent knowledge of Mental Health and Wellbeing Act 2022 and its associated principles
8. Demonstrated ability to lead teams and promote effective communication in the multidisciplinary team environment.
9. Excellent verbal and written communication and interpersonal skills, with ability to engage effectively with a range of consumers, their careers, including those from culturally and linguistically diverse backgrounds.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.