

Position Description

Position Title	Access Manager
Position Number	30011624
Division	Clinical Operations
Department	Mental Health
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Classification Description	Reg Psych Nurse G5
Classification Code	NP51
Reports to	Director of Nursing
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 • Registration with Professional Regulatory Body or relevant Professional Association • Working with Childrens Check • 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 Position

The Access Manager – Mental Health coordinates and prioritises all requests for Bendigo Health inpatient mental health beds, from both internal Bendigo Health teams including ED, all acute, residential and community teams, as well as other designated mental health services.

The Access Manager works directly with the BH Bed Managers, MH Managers, ANUM's, medical staff and discharge coordinators to facilitate patient flow and meet organisational and patient care goals. In collaboration with discharge coordinators and BH Bed Managers the Access Manager ensures seamless admission to MH inpatient units, coordinates repatriation of patients to their designated mental health service and maintains oversight of data to achieve key performance indicators by identifying any obstacles to admission/transfer/discharge. Effective interface with BH Bed Managers promotes oversight of organisation-wide demand on beds and resources including attendance at, and participation in BH bed escalation meetings when required.

Responsibilities and Accountabilities

Key Responsibilities

Clinical and Operational Performance

- Attend Psych Triage/ECATT handovers
- Chair daily mental health huddle
- Attend daily state-wide mental health bed meetings
- Provide twice daily updates regarding bed access to key stakeholders
- Establish tracking systems to support timely transfer of patients from the emergency department to inpatient wards
- Ensure effective handover of all patients into the inpatient wards occurs to enable safe transfer of care
- Maintain an overview of bed demand via ongoing liaison with acute and community-based mental health teams
- Identify any emergent clinical issues in other program areas that might impact on demand for inpatient beds
- Anticipate and respond to service demands according to clinical priority, resources and capacity
- Liaise with community and residential teams to problem-solve and ensure clients are managed in the least restrictive manner, utilising alternative supports when indicated and appropriate
- Demonstrate strong problem-solving skills, including the ability to develop new processes and make improvements to existing processes and services
- Enable effective communication between clinicians across Bendigo Health teams, promoting cooperative and collaborative care planning for our clients
- Ensure efficient and accurate reporting of access state at any given time

- Liaise with other designated mental health services regarding the repatriation of their patients and the return of Bendigo patients, source OOA beds when necessary and forge positive relationships with other services
- Monitor 28-day re-admissions and identify possible factors influencing these admissions and address same with treating teams
- Escalate to the Deputy Director of Nursing and Operations when complex issues arise as indicated

Leadership

- Demonstrate strong leadership that contributes to the development of a high-performance culture
- Undertake administrative tasks according to the systems required for reporting frameworks including conducting audits as per the established audit cycle
- Maintain systems to track times to transfer from the emergency department to ward
- Participate and contribute to clinical leadership as a member of the senior nursing group
- Contribute to multi-disciplinary team function through service evaluation, policy and guideline review and participation in inter-departmental forums
- Maintain appropriate records related to service delivery contributing to quality improvement activities, including review of data reports associated with key performance indicators
- Participate in clinical supervision and performance management
- Contribute to research and evaluation activities as appropriate
- Participate in and contributes to coordinated nursing specific activities and professional development opportunities

Key Selection Criteria

Essential

1. Demonstrated expertise in the assessment and treatment of people experiencing psychiatric illness, substance use and physical health comorbidity
2. Highly developed understanding of the mental health system and interface issues between various teams
3. A comprehensive knowledge of the Mental Health and Wellbeing Act Vic 2022 and other relevant legislation
4. Appropriate knowledge of information technology to enable active participation in aspects of the role requiring computer literacy
5. Minimum of 5 years post-graduate experience in a mental health setting
6. High performer with demonstrated enthusiasm for patient-centred care
7. Team player with exceptional interpersonal skills
8. Effective communication skills to support safe and efficient patient flow through bed-based services

Desirable

9. Experience working in a senior role in ECATT/Triage/STTT, inpatient or community team
10. Working towards post-graduate qualification in management – highly regarded

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.