

Position Description

Position Title	Clinical Liaison Nurse – Inpatient Behaviour Support Nurse
Position Number	30025769
Division	Clinical Operations
Department	Patient Access and Demand
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 <i>or</i> Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Clinical Nurse Consultant A or Allied Health
Classification Code	ZF4 or Allied Health
Reports to	Manager Patient Access and Demand
Management Level	Non Management
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 • 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 Position

The Clinical Liaison Nurse (CLN) – Inpatient Behaviour Support role, sits within the Access and Demand team and will be physically located on the acute services campus. The role will work in conjunction with the Clinical Liaison Nurse - Behavioural Disturbance to support all staff within Bendigo Health, focusing on the care of patients presenting with behaviours of concern in the non-psychiatric (generalist) setting. The role will regularly liaise with all ANUMs or NUMS of acute and sub-acute inpatient units as well as the patient flow coordinator (PFC).

The CLN - Inpatient Behaviour Support role will work closely with all acute and sub-acute treating teams with a focus on supporting Nurses, Health Service Assistants, Medical and Allied Health staff to provide care for patients who have any type of behaviours of concern. The role will also facilitate the ongoing Occupational Violence Aggression (OVA) education and training while also providing mentoring and support to all staff across the hospital.

Responsibilities and Accountabilities

Key Responsibilities

- Support Acute Health in the management of patients with behaviours of concern.
- Provide advice to staff in relation to the management of patients with behaviours of concerns.
- Assist the service to monitor and evaluate the quality of care provided by staff and develop plans to make adjustments.
- Receive and manage referrals for patients presenting with behaviours of concern and ensure a timely response.
- Develop and implement support plans to assist nursing staff in the management of patients whom present with behaviours of concern.
- Support and provide regular education in relation to the management of patients with behaviours of concerns and OVA.
- Actively participate in related working parties, policy formation and review.
- Prepare and maintain activity report regarding number of referrals, and patient caseloads.
- Other duties as directed by Access and Demand Manager relating to behaviours of concerns

Key Selection Criteria

Essential

1. Current registration with AHPRA (Australian Health Practitioner Regulation Agency)
2. Post graduate experience, possessing advanced nursing skills and knowledge in relation to patients presenting with behavioural challenges, delirium, dementia and physical health co-morbidities.

3. Relevant post graduate qualifications and/ or extensive experience in the management of patients presenting with behaviours of concerns.
4. Demonstrated ability to work both autonomously and collaboratively as part of a multidisciplinary health care team.
5. Demonstrate ability to problem solve, make decisions, communicate, and negotiate in response to the management of OVA.
6. Demonstrated clinical decision making that allows health care to be delivered in a safe manner and to a high standard.
7. Experience in developing and delivering training and education and ability to educate patients, family and staff.
8. Excellent communication skills, both written and verbal including well-developed conflict resolution skills
9. Advanced skills in the recognition, prevention and response to OVA in a healthcare setting.

Desirable

10. Flexibility to adapt to different clinical wards and units to support the progression of patient care and ability to manage a demanding workload and effectively prioritise tasks.
11. Working knowledge of Safewards, in particular the Talk Down Method

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.