

Position Description

Position Title	Manager
Position Number	30103190
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
Classification Code	NP51, HR25 - HR28, HR9 – HR12
Reports to	Deputy Director of Nursing
Management Level	Tier 3 - Business Manager
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

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 successful applicant will have an opportunity to proactively manage processes and systems that focus on the recovery of patients. Bendigo Health is also in the enviable position of having moved into our new hospital which includes a large expansion of beds within the Psychiatric Inpatient Units. The manager will provide a pivotal role with the planning, development and ongoing implementation of the models of care and review of and integration with current practices

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.

Key Selection Criteria

Essential

1. Bachelor of Nursing, Social Work, Psychology, or Bachelor of Applied Science plus post graduate qualifications in Occupational Therapy and;
 - i. 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, and;

- ii. 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
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 within 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
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

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.