

## Position Description

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|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Position Title             | Clinical Educator                                                                                                                                                                                                                               |
| Position Number            | 30009948                                                                                                                                                                                                                                        |
| Division                   | Clinical Operations                                                                                                                                                                                                                             |
| Department                 | Mental Health Development & Systems                                                                                                                                                                                                             |
| Enterprise Agreement       | Victorian Public Mental Health Services Enterprise Agreement 2021-2024                                                                                                                                                                          |
| Classification Description | RPN Grade 4 or Equivalent, depending on professional qualification                                                                                                                                                                              |
| Classification Code        | NP75                                                                                                                                                                                                                                            |
| Reports to                 | Manager, Development and Systems                                                                                                                                                                                                                |
| Management Level           | Tier 4 - Shift Managers, Team Leaders & Supervisors                                                                                                                                                                                             |
| Staff Capability Statement | Please click here for a link to <a href="#">staff capabilities statement</a>                                                                                                                                                                    |
| Mandatory Requirements     | <ul style="list-style-type: none"> <li>• National Police Record Check</li> <li>• Registration with Professional Regulatory Body or relevant Professional Association</li> <li>• Drivers Licence</li> <li>• Immunisation Requirements</li> </ul> |

## Bendigo Health

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

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

## 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

## The MH Development and Systems Team

The team is part of Bendigo Health's Mental Health Directorate and delivers support and leadership to the MH directorate in service delivery improvements and performance, change management activities and the implementation of new initiatives. The team provides skills and experience in relation to data collection and analysis, clinical documentation and reporting systems as well as project management.

The team works alongside and in support of the Mental Health Executive and the Mental Health Transformation team to lead and facilitate opportunities for consultation in developing and executing Bendigo Health's Data Transformation Plan and business as usual. The team provides a unique opportunity to lead collaborative change in alignment with the Royal Commission's data reform of the Mental Health sector at Bendigo Health. In doing so, improving service provision and outcomes for individuals requiring mental health treatment and support within our community, while supporting the staff who provide these services.

## The Position

Reporting to the Manager Development and Systems Mental Health Services, the position has a key focus on the Mental Health Digital Medical Record (MHDMR) development, business processes and education and training central to VADC statutory reporting under AOD DH performance requirements. As a member of our Development and Systems team the educator will develop training plans, create training content, develop training materials, and conduct training in relation to system and process changes to strengthen VADC reporting. The clinical educator will deliver high quality training and support to a broad range of end users including clinical and non-clinical staff across mental health.

## Responsibilities and Accountabilities

### Key Responsibilities

- Provide education and professional development activities that are relevant to dual diagnosis clinical practice with a focus on the Mental Health Digital Medical Record (MHDMR) and VADC statutory reporting requirements, including liaison with key stakeholders and mental health and AOD clinicians of various disciplines and levels including our administration workforce
- Provide and / or coordinate professional support, education and training to all inpatient, residential and community Mental Health Services staff as relevant to dual diagnosis and VADC reporting and process requirements
- Collaborate with relevant key stakeholders in relation to our systems of VADC data collection and reporting, both routine and ad hoc, in accordance with operational and legislative requirements
- Analyse data collected/reported for the purpose of providing detailed recommendations to the MH service for consideration and action
- Liaise with internal and external stakeholders in maintaining and specifying enhancements for the systems operation in accordance with operational and legislative requirements, including specifying future development of the MHDMR
- Undertake requirements relevant to all phases of system enhancement including specification development, functional testing, deployment and coordinating implementation and training across the service.
- System monitoring and upgrades including the provision of business support and associated communications
- Resolution of system related issues as well as the coordination of any escalation and liaison required with relevant internal and external stakeholders
- Coordination and/or provision of staff education and training in response to service requirements including the development and maintenance of related resources associated with the system
- Comply with operational and reporting schedules during and post implementation phases
- Other responsibilities within the scope of the role include:

- Ensuring contemporary and best practice standards of mental health and wellbeing service delivery to our communities are embedded throughout and supported by the systems and data collection processes and workflows utilised across the Mental Health and Wellbeing Directorate
- Representing the Mental Health and Wellbeing directorate on relevant internal and external committees as required
- Actively fostering a 'whole of organisation' approach to system and service development and improvement to maximise performance related to change management, improvement processes, staff engagement as well as wellbeing and overall service delivery outcomes

## Key Selection Criteria

### Essential

1. Registration with AHPRA or membership/ eligibility with relevant professional organisation with minimum of 5 years post qualification experience at full time equivalent within mental health.
2. Demonstrated knowledge and experience of Health Information Record Systems, reporting requirements and associated databases and clinical applications, with a sound understanding of how they interrelate in a VADC context
3. Demonstrated understanding of the speciality of psychiatric care within health as it relates to statutory reporting and the management of clinical information for the division and its impact on service delivery
4. High level organisational and time management skills with the demonstrated ability to manage and appropriately prioritise multiple support/change requests in accordance with competing timelines in an environment of change and continuous improvement
5. Demonstrated ability to provide high level support and training to End Users, both clinical and administrative with the ability to effectively plan and implement projects and training
6. Demonstrated high level computer skills, including proficiency with Microsoft Office Word, Excel and Outlook Exceptional interpersonal and communication skills that promote effective engagement, clinical teaching with a diverse range of stakeholders at all levels

### Desirable

7. Post graduate qualifications in mental health and /or related field with experience in dual diagnosis and health information systems preferred

## 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.
- 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.*