

## Position Description

Position Title	Occupational Violence Coordinator
Position Number	30011597
Division	People and Culture
Department	Occupational Health and Safety
Enterprise Agreement	Nurses And Midwives (Victorian Pub Health Sector)(Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Clinical Nurse Consultant A
Classification Code	ZF4
Reports to	Director Occupational Health and Safety
Management Level	Non Management
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>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 Position

The fundamental objective of this role is to eliminate or reduce harm associated with the psychosocial hazard of aggression and violence. The OVA Coordinator will provide expert and evidence-based direction to lead change, provide strategic planning, and drive continuous improvement across Bendigo Health.

## Responsibilities and Accountabilities

The purpose of this position is to manage and improve OHS systems and processes with a focus on managing

occupational violence and aggression risks across the health service with the aim of achieving a safe working environment for our people. The position will work to ensure the risk of occupational violence and aggression at Bendigo Health is fully understood, assessed and that there are effective controls implemented to eliminate or reduce the risk of incidents involving our staff and ensure a culture of safety is embedded through our practices. The role will provide subject matter expertise and drive innovation and organisational capability for the management of behaviours of concern (BOC) across all patient cohorts.

The role requires sound clinical knowledge and leadership, ability to work autonomously and within a team environment. Collaboration with nurse unit managers, clinical nurse leaders, HSRs, liaison nurses, educators and security staff is expected.

## Key Responsibilities

- Undertake OVA risk assessment and risk mitigation action planning to ensure all reasonably practicable control measures are implemented.
- Guide the development and delivery of the OVA Strategy and Prevention Plan for Bendigo Health, including communication to all staff and stakeholders.
- Benchmark evidence based clinical practice, legislative and regulatory requirements, including health and safety, to lead the development of policies and procedures pertaining to Occupational Violence and Aggression to improve the management of the OVA risk across Bendigo Health.
- Assist with the ongoing evaluation, review and delivery of organisational education requirements for various staff groups, according to levels of risk and different patient/resident/client groups across Bendigo Health, utilising a range of teaching methods, in accordance with relevant legislation, organisational programs, policies and procedures.
- Provide expert advice organisation-wide to assist in the development of plans and tools to support behaviour management reducing BOC in line with existing evidence to achieve OVA risk reduction.
- Respond to all staff incidents relating to OVA and undertake OH&S incident investigation of significant OVA incidents using clinical and OH&S expertise to identify root cause, as well as improvement opportunities.
- Network and liaise with a range of internal and external stakeholders including Industry associations; Victoria Police, DOH, Ambulance Victoria and other health agencies, as required, including liaising with the WorkSafe Victoria inspectorate for matters of regulatory compliance.
- Monitor, interpret and report on OVA incident data, including staff incident reports, Code Grey and Code Black data and other relevant statistics, as required internally and for regulatory compliance.
- Attend relevant committees, working groups and other meetings as delegated by the Director OH&S, and lead relevant discussions, with assistance of meeting chair, to identify and deliver OH&S improvements to OVA risk management through review and analysis of relevant statistics and incident information.

## Key Selection Criteria

### Essential

1. Registered with AHPRA as a Registered Nurse with relevant post graduate qualifications
2. Certificate IV in Training and Assessment (or willingness to undertake) or experience in the delivery of training programs

3. Advanced understanding and clinical experience in the assessment and management of behaviours of concern and occupational violence and aggression in a clinical setting.
4. Demonstrated project management skills.
5. Policy and procedural development experience.

## Desirable

1. Clinical experience in Mental Health, Emergency Department or similar
2. Previous experience in delivering training for Aggression Management in a health setting
3. Tertiary qualifications and/or workplace experience in Occupational Health and Safety in healthcare or similar related discipline will be well regarded
4. Strong organisational and time management skills as shown by a dynamic and flexible approach to
5. Highly effective influencing, presentation, communication, conflict resolution and problem-solving skills.

## 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.*