

POSITION DESCRIPTION

Position:	Manager Hospital Outreach Post-Suicidal Engagement (HOPE)
Directorate	Mental Health and Wellbeing Services
Division:	Acute Intervention Services
Business Unit:	Hospital Outreach Post-Suicidal Engagement (HOPE)
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement
Reports to:	Director Acute Intervention Services



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1200 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 6** of this document.

INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

STRATEGIC OBJECTIVES



POSITION SUMMARY

Reporting to the Director of Acute Intervention Services (AIS), the **Manager Hospital Outreach Post-Suicidal Engagement (HOPE)** holds operational accountability for MBPH's HOPE initiative. HOPE provides enhanced support and assertive outreach for people who have attempted suicide, or who have been identified as at-risk of suicide (16 years and up). HOPE works primarily with people who are leaving MBPH emergency department or medical wards, and those who are supported by the Short-Term Assessment and Response Team (START) within MBPH Area Mental Health and Wellbeing Services (AMHWS).

In response to recommendations arising from the Royal Commission into Victoria's mental health system (2021), MBPH is reforming its mental health services and implementing a new Model of Care. The transformed MBPH Area Mental Health and Wellbeing Service (AMHWS) is expected to be fully operational by the end of 2025.

KEY RESPONSIBILITIES AND DUTIES

This role has operational management responsibilities, ensuring that the MBPH HOPE program is high quality, innovative, evidence-based, aligned with relevant health care or industry standards and effective for consumers, families and carers. The role supports service planning, monitoring, continuous improvement and reporting - including the completion of special projects (as required). The role requires collaboration with stakeholders, both within MBPH and externally, towards connection, service integration and optimum access and outcomes for those supported by HOPE. In consultation with the MBPH-MHS Education Team, the role may be required to develop, facilitate and/or deliver education and training sessions related to suicide prevention for MBPH staff or external stakeholders.

Supported by the Director AIS and medical staff, the Manager HOPE will make day-to-day clinical leadership and administrative decisions (within delegation) and will be responsible for line management of direct reports (including annual performance reviews). The Manager HOPE may be required to: work extended and/or flexible hours; perform clinical work; and support whole of hospital or community initiatives related to suicide prevention.

Strategic alignment

- **Leadership** – This position will be responsible for ensuring that the HOPE team is equipped to deliver strategic goals of the organisation by managing, coaching and supporting direct reports.
- **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 projects are linked to the goals of the organisations strategic plan.
- **Service Excellence** – As part of working as one this position will contribute to providing a standard of excellence in customer service. This will be measured internally via staff surveys and externally

via customer and community feedback to ensure that the organisation is delivering professional and efficient customer 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 that senior management should be aware of. It will also be conscious of quality, risk, OH&S and other legislative requirements in implementing systems, processes and practices, and contribute to ongoing continuous improvement.
- **Innovation** – This position will demonstrate strong problem-solving skills, including the ability to codesign new processes and service improvements in collaboration with stakeholders.

People management accountability

- **Communicate with influence** – This position will assist leadership of the AMHWS in driving towards the development of a high-performance culture. It will meaningfully interpret and communicate the organisations strategic direction and assist to create innovative work practices to assist staff with change processes.
- **Performance Management** - This position will provide regular supervision, training opportunities, coaching, mentoring and guidance to its direct reports. The incumbent will ensure that the annual performance reviews for its direct reports are completed on time. This includes being responsible for acknowledging achievements and addressing issues that negatively impact performance.
- **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 supporting and developing team morale.

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

Essential:

- Demonstrated operational management skills within a relevant healthcare setting;
- Proven ability to form effective working relationships, and to manage and motivate multidisciplinary teams;

- Formal professionally recognised qualifications in a relevant health field (i.e. Nursing, or Allied Health) as well as relevant professional registration;
- Specialised knowledge and/or experience of service provision for consumers who have attempted suicide, or who have been identified as at-risk of suicide, as well as their families and carers;
- Willingness to support and sustain health system changes – including participation in the design and implementation of new models of care;
- Proven ability to support monitoring of system, service and process improvements (including by participation in short-term projects and via collection of data);
- Well-honed communication and interpersonal skills, including abilities in resolving conflict and in building effective working relationships with service system partners;
- Proven ability to work both independently and as part of a team, and to effectively prioritise work, complete tasks, report progress and operate in a fast-paced environment;
- Proven ability to recruit, retain and manage employees within healthcare settings;
- Sound written, verbal and electronic communication skills;
- Demonstrated abilities to support supervision, mentoring and performance development of clinical staff; support workers; and lived experience workforces.

Desirable:

- Postgraduate qualifications in a clinical discipline relevant to the role, and/or in business management or public health leadership;
- Experience in using electronic systems/records and data management platforms within a healthcare setting.

MANDATORY REQUIREMENTS

Registration with Professional Association:

For example, AHPRA, AHRI, etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

A current Victorian driver's licence is required for this position

All Mildura Base Public Hospital 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 Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____



Happy WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

"I choose..."
"I care..."
"I prefer..."
"I will..."
"I can..."
"Is there a better way to do this?"
"Can we explore that more so I can understand it better?"
"We will...us...we can..."

LANGUAGE WE DON'T USE

"I have to..."
"I must..."
"If only..."
"Ah well, that is because of XYZ..."
"Our processes do not let us do it"
"Things have always been done this way"
"Them and us"

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

