

Position Description

Position Title	Clinical Educator Development and Systems Team
Position Number	30009948
Division	Clinical Operations
Department	Mental Health
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 staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

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

All staff 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 top of page.

The Clinical Operations Division

The Clinical Operations Division encompasses acute, allied health, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health and Wellbeing (MHW) Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

The MHW Development and Systems Team

The team is part of Bendigo Health's Mental Health and Wellbeing Directorate and delivers support and leadership to the MHW 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 and Wellbeing 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 and Wellbeing 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 and Wellbeing Services, the position has a key focus on the Mental Health Digital Medical Record (MHDMR) and Client Management Interface/Operational Data Source (CMI/ODS), business processes, education and training and to enhance / facilitate opportunities for development and delivery of training for our digital systems across all of our MHW services. As a member of our Development and Systems team the educator will develop training plans,

create training content, develop training materials, and conduct training and broader systems training. 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 clinical practice with a focus on the Mental Health Digital Medical Record (MHDMR), Activity Based Funding (ABF) and CMI / ODS including liaison with key stakeholders and mental health 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 and Wellbeing Services staff
- Collaborate with relevant key stakeholders in relation to our systems of 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 our 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

Employees are required to carry out lawful directions outlined above or delegated to them. 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.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the

employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health'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. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health 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).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. 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.

Key Selection Criteria

Essential

1. Post graduate qualifications in mental health and /or related field with experience in Health Information Systems preferred.
2. 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.

3. 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
4. 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
5. Demonstrated ability to operate effectively in an environment of change and continuous improvement
6. 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
7. 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
8. 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

Desirable

9. Demonstrated ability to effectively plan, implement and coordinate projects and professional development programs and schedules.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS 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.

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

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.