

Position Description

Position Title	Team Leader
Position Number	30100449
Division	Clinical Operations
Department	Hospital Admission Risk Program
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 <i>or</i> Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Dependant on Qualifications
Classification Code	Dependant on Classification
Reports to	Nurse Unit Manager Health @ Home
Management Level	Non Management
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 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

The Hospital Admission Risk Program and PAC Department

Hospital Admission Risk Program (HARP) and PAC are services within the range of the Health Independence Programs (HIP). HIP supports the need for health services to provide a more responsive, integrated and flexible approach to service provision.

Post Acute Care provides short-term services and support for those who need extra help at home after a public hospital stay. People need to be assessed as requiring short-term, community-based help to assist them to recuperate in the community, and to ensure a safe and timely discharge.

Hospital at Risk Program provides hospital substitution and diversion by supporting people in the community, in ambulatory settings, and in people’s homes. The program works in a client centred approach to support people with chronic and complex illness to reduce avoidable hospital admissions. Bendigo Health’s HARP comprises a multidisciplinary workforce working in an interdisciplinary model of care.

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 top of page.

The position of team leader – Hospital Admission Risk Program (HARP), Post-Acute Care (PAC) will assist the program manager with the operational accountability of the HARP, PAC teams. Oversight of the day to day work flow system, quality of work and timeliness of service delivery are key focus.

The teams:

HARP and PAC are services within the range of the Health Independence Programs (HIP). HIP supports the need for health services to provide a more responsive, integrated and flexible approach to service provision.

PAC provides short-term services and support for those who need extra help at home after a public hospital stay. People need to be assessed as requiring short-term, community-based help to assist them to recuperate in the community, and to ensure a safe and timely discharge.

HARP provides hospital substitution and diversion by supporting people in the community, in ambulatory settings, and in people's homes. The program works in a client centred approach to support people with chronic and complex illness to reduce avoidable hospital admissions. Bendigo Health's HARP comprises a multidisciplinary workforce working in an interdisciplinary model of care.

Responsibilities and Accountabilities

Key Responsibilities

Be responsible for recruitment and operational management of designated multidisciplinary staff as delegated.

- To supervise VINAH data collection, Specialist Outpatient Clinics and Community Health reporting requirements and provide audits and reports as required.
- To facilitate a positive and supportive work environment for all team members.
- Lead service development for nominated stream(s).
- Participate in intake and triage functions of HARP/PAC
- Participate in both internal and external working groups(s), portfolios and special projects as relevant.
- Ensure staff operate within the relevant funding and service guidelines both in relation to service delivery and reporting requirements
- Perform specific line management duties for all delegated staff including leave management and PDRs
- With the Bendigo Health@Home Management Team, ensure that the service operates according to external accreditation standards and reporting requirements
- Ensure effective communication of relevant information to staff and management team.
- Manage budget and other responsibilities as allocated by the Bendigo Health @Home NUM

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. Current registration with Australian Health Practitioner Regulation Agency [AHPRA] or Allied Health equivalent registration and be able to satisfy the requirements of the Bendigo Health Allied

Health Credentialing and Professional Standards document Experience in direct line management of health professionals from a range of disciplines with strong communication skills

2. A demonstrated commitment to client centred care and consumer engagement
3. Experience in leading service development
4. Well-developed problem solving skills and ability to prioritise competing demands
5. High level of initiative and ability to work independently as well as within a team
6. Excellent interpersonal skills with ability to build positive work relationships

Desirable

7. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills

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

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

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.