

POSITION DESCRIPTION

Position:	Wellbeing Support Worker
Directorate	Area Mental Health & Wellbeing
Division:	Acute Intervention Services
Business Unit:	Hospital Outreach Post Suicidal Engagement (HOPE)
Enterprise Agreement	VICTORIAN PUBLIC MENTAL HEALTH SERVICE ENTERPRISE AGREEMENT 2025-2028
Reports to:	Manager of HOPE



MILDURA BASE PUBLIC HOSPITAL (MBPH)

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

VALUES and BEHAVIOURS

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

Our
Vision

Mildura Base Public Hospital – providing exceptional care

Strategic
pillars

We
achieve
this by...

Caring for our community

Ensuring our focus is on person centred care.
Using best evidence-based practice to deliver exceptional care.
Empowering our communities to manage and improve their health and wellbeing.

Aspirational through our culture

Leading a values based, accountable, quality & safety culture.
Continuous improvement of service delivery and provision of care.
Operating safely and efficiently with a skilled and effective workforce.
Being an employer of choice, enabling our staff to be at their best.

Trusted in our relationships

Community have an understanding of our role and confidence in our services.
Partnering across sectors to strengthen our services.
Addressing our communities shared challenges in partnership by applying innovative solutions.

Sustainable in our Services

Reinvesting in the community and its wellbeing through sustainable models of operations.
Delivering and supporting shared services to improve access to the best and right care.
Strengthening our planning approach with the patient at the centre.

PROGRAM SUMMARY

The Hospital Outreach Post-Suicidal Engagement (HOPE) Program is part of the Victorian Government's Plan to halve the suicide rate by 2025. Guided by recommendations from the Royal Commission into the Victorian Mental Health System Final Report (2021); HOPE provides consumers with 12 weeks of assertive, integrated, community-based aftercare. Staffed by a multidisciplinary team, HOPE offers consumers a range of evidence-based clinical; psychosocial; & peer support interventions that are tailored to meet the unique needs of each individual; and coordinated through a single-service. HOPE also works with the consumers chosen support network so they can better support their loved one during this critical time.

FEATURES OF THE ROLE

Psychosocial Support is defined as non-therapeutic interventions that can assist people to participate in their community; manage daily tasks; undertake work or study; find housing; get involved with activities; and make connections with family and friends. Psychosocial support focuses on building capacity & connectedness. Upon referral to HOPE, Clinicians and Wellbeing Support Workers will meet with consumers to establish psychosocial goals to address suicidality. Under the general direction of Clinicians, Wellbeing Support Workers will then work collaboratively with consumers to address their identified areas of psychosocial need. This will include liaising on behalf of, and assisting consumers access a broad range of community supports; human services; and Government agencies; in addition to consulting with any existing supports in place.

To provide evidence-based, best-practice aftercare, Wellbeing Support Workers will be required undergo the Suicide Prevention Mandatory Training Program which provides a theoretical & practical framework to our model of care. Modules include: ATSI Cultural Safety & Responsiveness; Migrant & Refugee Cultural Safety & Responsiveness; LGBTQIA+ Inclusive Practice; Family & Carer Inclusive Practice; Trauma-Informed Care; Family Violence Assessment & Suicide Prevention.

KEY RESPONSIBILITIES AND DUTIES

- Under the direct supervision of Clinicians, provide high-quality, evidenced-based case management services including: intake assessments; support planning; safety planning; interventions; referrals and advocacy; case reviews and discharge or throughcare planning;
- Work collaboratively with consumers in a recovery-oriented approach; and implement practices to maximise their engagement with services, particular persons from high risk & vulnerable populations;
- Provide assertive; community-based; non-therapeutic practical assistance to consumers to address their identified areas psychosocial needs; and to support them achieve their recovery goals;
- Provide support; information; and education to family members, carers and significant others;

- Develop & maintain a register of community resources for use in the service; inform Clinicians and other staff of the availability of these resources and their suitability for consumers;
- Demonstrate commitment to quality & excellence in service standards; and participate in continuous improvement & ongoing evaluation of the HOPE Program;
- Maintain thorough, legible & accurate documentation of service activity into medical records;
- Demonstrate commitment to ongoing professional development & currency in contemporary practice relating to suicide prevention; aftercare; and psychosocial support;
- Other duties as directed and required.

GENERAL RESPONSIBILITIES

Employees are required to comply with **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** seven 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 MBPH, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As an MBPH employee, you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety & Quality Health Service Standards).

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

KEY SELECTION CRITERIA

1. Minimum Diploma level qualification in a relevant field including, but not limited to: Alcohol & Other Drugs; Community Services; Disability; Mental Health; Nursing; Youth Work or similar;
2. Minimum of two-years' experience working with consumers in the provision of psychosocial support. *(Note: Applications will be considered for persons who do not meet the above education standard, however can demonstrate at least four-years full-time experience working in psychosocial support).*
3. Demonstrated understanding of psychosocial risk factors associated with suicidality; and experience in supporting people through strengths-based; person-centred and recovery-oriented practices;
4. Demonstrated ability to work effectively with consumers, carers and families from a diverse range of cultural and social backgrounds in a professional; impartial; ethical and respectful manner;
5. Highly developed interpersonal; communication; problem-solving; and negotiation skills including the ability to liaise, and advocate of behalf of consumers with a broad range of services;
6. Demonstrated ability to work both independently and collaboratively within a multidisciplinary team;
7. Demonstrated organisational & time management skills; and ability to attend to competing demands;
8. Proficiency in the use of information technology & computer literacy skills, particularly Microsoft.

MANDATORY REQUIREMENTS

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 MBPH.

Working with Children Check

MBPH has a responsibility to provide a child safe environment. This position is a defined “child-related role” at MBPH. As such you must maintain a valid working with children check. In addition, you will be required to assist MBPH 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.