

POSITION DESCRIPTION

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| Position: | Registered Psychiatric Nurse |
| Directorate | Mental Health Services |
| Division: | Mental Health |
| Business Unit: | Psychiatric Community |
| Enterprise Agreement | VICTORIAN PUBLIC MENTAL HEALTH SERVICES ENTERPRISE AGREEMENT 2016-2020 |
| Reports to: | Nurse Unit Manager |



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 900 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 5** 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

To assist in the provision of community-based services. Assist in the provision of assessment, treatment and additional continuing care and case management for persons with a mental illness.

KEY RESPONSIBILITIES AND DUTIES

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 Criteria

- Demonstrated experience, skill and / or knowledge in the provision of assessment, care and support to persons who have experienced mental illness
- Minimum of 5 years experience in a similar role
- Working knowledge of the Mental Health Act 1986, and other relevant legislation and Dept. Human Services' procedure & practice requirements
- Ability to work in a multidisciplinary team, including inter/intra agency joint case work
- High level of interpersonal skills and demonstrated ability to engage clients, and liaise and consult with relevant family members, as well as a broad range of health professionals, and community agencies
- Highly developed verbal and written communication skills
- Proficiency in various computer programs including MS Office programs (Excel, Word) and client management systems

- A commitment to Mental Health & Well-being promotion, and community-based treatment of people with a mental illness within the community
- Demonstrated commitment to ongoing professional development and training
- A current drivers licence

Desirable Criteria

- Qualifications in Nursing, Social work, Psychology or other Allied Health disciplines
- Knowledge of, and ability to assist in, the techniques of assessment, crisis assessment and intervention, counselling and psychosocial rehabilitation
- Knowledge of, and ability to assist in, community based assessment and management of people in the acute/crisis phase of a mental illness and people with prolonged mental illness
- Understanding of contemporary psychiatric issues
- Appreciation of the issues that relate to families and carers of a person with mental illness

Technical Skills & Application

- Assist in the screening of referrals to the service to determine suitability
- for service and priority for timely response
- Assist to undertake the assessment of clients accepted for intake to the Mental Health Service and contribute to the development of individual treatment and service plans for clients within the target group
- Assist in the provision of case management and case co-ordination tasks in relation to clients, ensuring the implementation of treatment plans, communication of significant clinical information to other staff and
- case managers, comprehensive documentation on client files, the performance of reviews and appropriate client transfer/discharge procedures
- Assist in the provision and support, information, and education to family members, carers and significant others
- Assist in the Facilitation of individual and group therapy and psycho-education sessions to clients, carers and families, as appropriate
- Adopt and conform to the principles of the Mental Health Service's collaborative case management processes, which reflect a strength based, client centred model of practice
- Contribute to the education of the general community, other organisations and community groups
- Contribute discipline specific knowledge and skills to the multidisciplinary team and consult with other adult service staff on specialist matters
- Participate in quality activities through ongoing evaluation of clinical and other services delivered to clients and their families/carers
- Participate in local networking groups, where appropriate
- Contribute to internal policy development, service development & planning, and evaluation of Mental Health services, in line with relevant legislation
- Demonstrate commitment to enhancing the capacity of primary and specialist
- care services for early identification and assessment through education and
- training. This includes understanding early warning signs / risk factors and
- symptoms of serious mental illness
- Utilise a multi-sectorial approach in conjunction with key stakeholders, such as GP's, Psychiatric Disability Support Services and Community Health Services to achieve effective & responsive service provision for client group/s
- Work collaboratively with all internal and external service providers to ensure the most appropriate care and service is provided for the client.
- To continually promote MBPH Hospital mental health services to customers
- in the wider community and contribute to the education of the general
- community, other organisations and community groups
- To protect at all times the integrity and confidentiality of information
- Demonstrate a commitment to quality and excellence in service standards by

- participating in quality activities and ongoing evaluation of clinical and other services delivered to clients and their families.
- Other duties as directed and required.

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 Mildura Base Public Hospital.

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.

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.

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

