



**The Royal  
Melbourne  
Hospital**

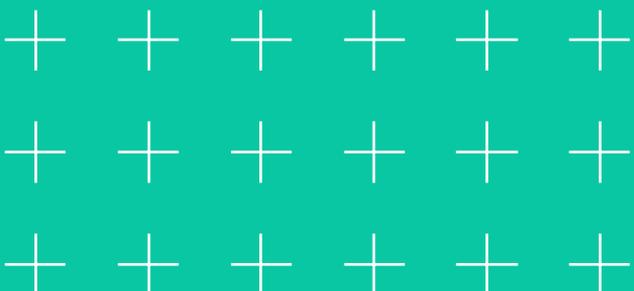
**Advancing  
health  
for everyone,  
every day.**

**Join The Royal  
Melbourne Hospital's  
NorthWestern Mental  
Health Service**



## **Position Description**

**Service Manager Aged Psychiatry  
Assessment and Treatment Team**





## About The Royal Melbourne Hospital

As one of Victoria’s largest public health services, the Royal Melbourne Hospital (RMH) provides a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs. We are a designated state-wide provider for services including trauma, and we lead centres of excellence for tertiary services in several key specialties including neurosciences, nephrology, oncology, cardiology and virtual health.

We are surrounded by a Parkville Precinct of brilliant thinkers, and we are constantly collaborating to set new benchmarks in health excellence - benchmarks that impact across the globe. While the work we do takes us in inspiring new directions; caring for each other, our patients and consumers is as essential to who we are, as any scientific breakthrough we make.

Our people of more than 10,000 strong, embody who we are and what we stand for. We're here for when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing and for delivering excellence together, always.

### Our Vision

Advancing health for everyone, every day.

### The Melbourne Way

At The RMH we’re inspired by our vision of Advancing health for everyone, every day. While we’re each going about our different roles, we’re united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

#### People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

#### Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

#### Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

### Our Priorities

The RMH Strategic Plan: **Towards 2025 Advancing health for everyone, every day** is our plan for the future — one which we are committed to achieving together.

This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability







- Manage all relevant human, infrastructure and consumable resources within the team's designated annual budget
- Ensure efficient human resource utilisation including for staff vacancies, replacement, rosters, leave and ADO management
- Encourage and support staff professional development.
- Actively engage in succession planning.
- Monitor service workloads through the development of key performance indicators.
- Ensure that the service delivery is integrated and seamless.
- Ensure that appropriate systems of ongoing education and performance appraisal systems are in place.
- In accordance with Equal Employment Opportunity requirements, ensure the workplace is free from harassment and bullying.
- Contribute to the successful management and appreciation of diversity in the workplace.

Additional:

- Ensure every consumer referred receives timely services including assessment, treatment and continuing care within a recovery framework
- Ensure clinical governance, legislative and documentation processes are robust
- Ensure processes and information are in place within the team so that consumers are aware of their rights and responsibilities
- Participate in relevant activities and committees to ensure the APATT is contemporary with consumer focused care and treatment



## Key Relationships

### Internal

Director of Clinical Services; Operations Manager; Program Manager; Team Consultant(s); other Community Program Managers; Discipline Seniors; Evaluation and Service Improvement Coordinator Health Information Manager; Community Teams; Administration staff; Consumers and Family/Carers; People and Culture; Facilities Management; Centralised Triage; NWMH Support Unit – Finance; Mental Health Training Development Unit; other NWMH programs and teams

### External

Office of Chief Psychiatrist; Department of Health and Human Services. Key Community Stakeholders include but are not limited to – Aged Care; Housing; Employment; Emergency services; Acute Health; Pharmacies; non-government agencies, drug and alcohol services, general; practitioners and primary health providers

## Selection Criteria

### Formal Qualification(s) & Required Registration(s):

- Occupational Therapists

Registration under the Australian Health Practitioner Regulation National Law Act (2009) with the Occupational Therapy Board of Australia.

- An approved Degree from a recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.).
- Psychologists:
  - o Registration as a Psychologist under the Australian Health Practitioner Regulation National Law Act (2009) with practice endorsement as a Clinical, Forensic or Clinical Neuro Psychologist with the Psychology Board of Australia (or eligibility to enter a registrar program as a clinical, forensic or clinical neuro psychologist with the Psychology Board of Australia where relevant).
- Registered Psychiatric Nurses:
  - Registration as a registered nurse under the Australian Health Practitioner Regulation National Law Act (2009) with the Nursing and Midwifery Board of Australia.
  - Bachelor Degree in Psychiatric/Mental Health Nursing or equivalent, or, Bachelor Degree in Nursing plus a Postgraduate qualification in Psychiatric/Mental Health Nursing.
- Social Workers:
  - An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.



Essential:

Required:

- Comply with all legal requirements pertaining to the position including responsibility for maintaining current registration as required by your professional organisation or other applicable Acts
- Significant experience in the management of health service delivery within an aged care and / or mental health.
- Demonstrated ability to operate at a senior level within a large organisation.
- Demonstrated ability to successfully implement and manage change, conflict and complaints within a health care setting and within the mandatory reporting framework as it relates to the aged care context.
- Demonstrated high level of communication and interpersonal skills
- Current driver's licence
- Excellent interpersonal skills and the ability to communicate effectively with consumers, families/carers, colleagues and other service providers.
- Ability to work with consumers, family and carers from a range of cultural backgrounds, and to provide gender sensitive services.
- Sound treatment skills for people with severe and enduring mental health conditions, or willingness and capacity to commit to development of evidence based knowledge and practice.

Desirable

- Excellent working knowledge of mental health and the Mental Health Act 2014.
- Excellent working knowledge of the Commonwealths Aged Care Structural Reform Strategy.
- An understanding and working knowledge of ACHS Accreditation and Commonwealth Standards and Accreditation principles.
- Demonstrated experience in dealing with complex industrial relations issues pertaining to human resource management.

Essential:Desirable:

Other Relevant Information:

- Redeployment to other services within the program may be required.
- A Police / criminal history check will be required prior to employment.
- A six month probationary period applies to all new employees.
- Salary packaging is available.

## Required Capabilities

The Capability Development Framework applies to all The RMH employees and describes the capabilities that are needed to meet our strategic goals.

Below is a list of capabilities and the attainment level required in this position.

<i>Capability Name</i>	<i>Attainment Level</i>
Organisational savvy	Mastery
Communicating effectively	Mastery
Building relationships	Mastery



<i>Capability Name</i>	<i>Attainment Level</i>
Patient and consumer care	Mastery
Working safely	Mastery
Utilising resources effectively	Mastery
Innovation, continuous improvement and patient safety	Mastery
Adaptability and resilience	Mastery
Integrity and ethics	Mastery
Delivering results	Mastery
Analysis and judgement	Mastery
Developing and managing skills and knowledge	Mastery

## **Health, Safety and Wellbeing**

The RMH aims to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors to the RMH.

RMH employees have a responsibility to:

- Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives;
- Take reasonable care for their own safety and wellbeing and that of anyone else that could be affected by their actions;
- Speak up for the safety and wellbeing of patients, consumers, colleagues and visitors and escalate any concerns that have or could impact safety;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures and cooperate with the RMH in any action it considers necessary to maintain a safe working environment which is safe and without risk.

RMH Employees in supervisory/management roles have, in addition to the above, responsibility to:

- Ensure all health, safety and wellbeing procedures are in place and maintained in their work areas;
- Ensure risk management activities are undertaken and effective risk controls are in place;
- Make sure that training needs for all employees are identified and undertaken as required;
- Ensure incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.

## **The RMH Key Performance Indicators**

RMH employees are measured through successful:

- Demonstration of RMH values and behaviours, being a role model for living the values;
- Completion of mandatory training activities including training related to the National Standards;
- Participation in the RMH and Division/Service specific business planning process (if required);
- Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
- Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Ability to operate within allocated budget (if required).



## **Clinical Governance Framework**

RMH employees have a responsibility to deliver Safe, Timely, Effective, Person-Centred Care (STEP) by:

- Fulfilling roles and responsibilities as outlined in the Clinical Governance Framework;
- Acting in accordance with all safety, quality and improvement policies and procedures;
- Identifying and reporting risks in a proactive way in order to minimise and mitigate risk across the organisation;
- Working in partnership with consumers and patients and where applicable their carers and families;
- Complying with all relevant standards and legislative requirements;
- Complying with all clinical and/or competency standards and requirements and ensuring you operate within your scope of practice and seek help when needed.

## **Equal Opportunity Employer**

The RMH is an equal opportunity employer. We are proud to be a workplace that champions diversity; we are committed to creating an inclusive environment for all people. Our goal is for our people to feel safe, included and supported so that they can be at their best every single day.



## Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

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Employee Signature

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Employee Name (please PRINT IN CAPITALS)

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Date (day/month/year)