

POSITION DESCRIPTION

Position:	Wellbeing Support Worker
Directorate	Area Mental Health and Wellbeing Services
Division:	Acute Intervention Services
Business Unit:	Hospital Outreach Post Suicidal Engagement (HOPE) Program
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement
Reports to:	Manager – Suicide Prevention Services



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 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 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



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 complete the Systematic Tailored Assessment for Responding to Suicide (STARS); a person-centred psychosocial needs-based tool that obtains client prioritised indicators that contribute to suicidality. STARS will subsequently inform the consumers treatment & support plan. 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 Risk: Engaging, Understanding & Responding.

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 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

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

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.

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.

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.

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.

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

