

Position Description

Position title	Project Officer, SAPHER Project Team
Department / Division	Mental Health Department / Division of Medicine
Classification	Grade 4 Year 1 – Grade 4 Year 5 (MHAO41 – MHAO45)
Position reports to	Operational: Operations Manager, Mental Health
No. of direct & indirect reports	Nil.
Location	The Royal Children's Hospital, Travancore Campus. 50 Flemington Street, Travancore VIC.
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at www.rch.org.au

ROLE CONTEXT

A key recommendation of the Royal Commission into Victoria's Mental Health System, the Suicide and Aggression Preventative Healthcare Evidence-informed Reform (SAPHER) project is a suicide and aggression reduction initiative that incorporates evidence informed risk prevention strategies (such as the Zero Suicide Framework – ZSF) including

improved assessments, formulations, and risk management interventions. This project directly aligns with the Service Transformation Project within the Royal Children's Hospital Mental Health Service (RCH MH) and aligns with the Campus Mental Health Strategy Consistent Quality Care theme.

The specific aims of the project are:

- Reducing numbers of suicide, suicide attempts and self-harm in consumers
- Reducing the incidence of aggression from consumers and families towards staff in the Mental Health service.
- Improving quality of care for consumers presenting with suicidality and aggression
- Improving support of workforce members working within this area
- Increasing workforce capability in providing suicide care
- Increasing workforce capability in assessing and formulating aggression risk.
- Reduction of readmission of consumers presenting with suicidality

The principal outcomes out of project and role are to embed an evidence based practice into core work of the RCH MH and the wider RCH. In doing so, the outcomes of the project include improvements in consumer care through strengthened partnering with consumers, reduced harm caused through self-harm, aggression and suicidal behaviour, reduced service use regarding these behaviours and improved staff capability and wellbeing in working with and managing these symptoms/presentations.

ROLE PURPOSE

This position will work with the SAPHER Project team to implement and evaluate the ZSF principles and the Pisani model of suicide and aggression risk formulation at RCH through leading a series of PDSA cycles.

With the support of the SAPHER project team, the Project Officer will implement the above across RCH MH and implement the Workforce Wellbeing and Restorative Just Culture quality improvement initiatives of the ZSF. The Project Officer, along with the project team, will support the team based SAPHER champions to implement the initiatives on their respective teams using motivational change and innovative strategies. The team based SAPHER champions within RCH MH will be required to communicate their learnings and experiences to the Project Officer and Data Lead. The Project Officer will use the Institute of Healthcare Improvement Model for Improvement methodology as a framework for developing, testing, and implementing changes within the RCH MH.

KEY ACCOUNTABILITIES

- Reviewing the child/adolescent consumer journey within RCH MH in the context of aggression, suicide and self-harm screening, assessment and treatment.
- Identifying and meeting with leaders from transition points (e.g., Emergency Department, Banksia, Community Teams) in clinical care.
- Obtain training in the institute of health improvement methods of project implementation and evaluation and apply the knowledge gained to the SAPHER project.
- Implement the Workforce Wellbeing and Restorative Just Culture quality improvement initiatives.
- Implement the seven elements of ZSF:
 - **Lead:** Lead system-wide culture change committed to reducing suicides.
 - **Train:** Train a competent, confident and caring workforce.
 - **Identify:** Identify individuals with suicide risk via comprehensive screening and assessment.
 - **Engage:** Engage all individuals at-risk of suicide using a suicide care management plan.
 - **Treat:** Treat suicidal thoughts and behaviours directly using evidence-based treatments.
 - **Transition:** Transition individuals through care with warm hand-offs and supportive contacts.
 - **Improve:** Improve policies and procedures through continuous quality improvement

in its entirety in collaboration with the project team and the team based implementation champions in each area of RCH MH

- Work effectively with Safer Care Victoria Project Lead to ensure all necessary support is provided and reporting requirements are met.
- Meet regularly with the SAPHER Project Team and the Senior Management of RCH MH to provide regular updates and reports on the project.
- Model a high standard of professional and interpersonal skills, attitudes and behaviours.
- Actively participate in all forms of supervision (project/clinical, operational and discipline specific).
- Complete accurate and timely records and documentation.
- Present updates on the project and its final findings/recommendations in meetings within and outside the RCH
- Work in collaboration with the SAPHER multidisciplinary project team.
- Other duties as directed consistent with the employee's skill level and classification.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in a related field and/or relevant industry experience.
- Demonstrated ability to engage and maintain strong relationships
- Demonstrated commitment to lead and contribute as part of a team
- Experience in continuous improvement

Desirable:

- An understanding of the healthcare sector
- Demonstrated effectiveness in working with other health providers and/or community/family welfare agencies to plan and implement effective interventions for children and young people experiencing mental health problems
- Interest and experience in aggression, suicide and self-harm prevention interventions and initiatives.
- Qualifications or training in implementation science or project management including the PDSA cycle (Institute of Health Improvement)

KEY SELECTION CRITERIA

- Demonstrated ability to initiate, build and maintain high quality and effective working relationships and partnerships with key internal and external stakeholders
- Interest or experience in program evaluation and project management
- Interest or experience in change management and/or quality improvement
- An interest and capacity in improving clinical service provision
- Sound understanding of health service systems and how system change can be effected
- Demonstrated ability to undertake reporting of project activities
- Highly developed written and oral communication skills including accurately recording data, correspondence, reporting and providing written and oral evidence as required.
- Competency in information technology software (e.g., Microsoft Office, MSTeams, EMR).
- A flexible and adaptable approach to functioning in a team environment that enhances the team's high performance.
- Excellent organisational and planning skills

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position



The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

April 2024