



**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

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Melbourne
Hospital Team**



Position Description

**Occupational Violence and
Aggression Nurse Consultant**

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

Advancing health for everyone, every day.

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.

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

Position Description

Position Title:	Occupational Violence and Aggression Nurse Consultant
Service:	Occupational Violence and Aggression Consultancy Service
Location:	RMH City and Royal Park Campuses
Reports To:	Manager, Occupational Violence and Aggression Consultancy Service
Enterprise Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2016–2020
Classification:	Commensurate with skills and experience
Employment Status:	Permanent
Immunisation Risk Category:	Category A
Date of Review:	October 2022

POSITION SUMMARY

The Occupational Violence and Aggression (OVA) Nurse Consultant provides consultancy and training to all RMH staff so they can deliver safe care to patients and consumers; and provide a safe environment for visitors and staff across Royal Melbourne Hospital City, Royal Park Campuses and Residential Aged Care Services. The OVA Consultant will be supported by senior clinical consultants within the team and reports directly to the OVA Manager, who is under the direct line management of the Director of Security and Safety, RMH and has a clinical reporting line to the Executive Director of Nursing and Allied Health, RMH. The (OVA) consultancy team sits within the People and Culture portfolio.

The role has a focus on embedding the principles of Your Safety First, to ensure that the workplace environment is proactively working towards minimising the risks of occupational violence and aggression through coaching and mentoring on the ground. This role will also be expected to deliver a range of education, training and in - services in the area of prevention and management of clinical aggression. These sessions will be designed to meet the diverse and area specific concerns of the clinical and non-clinical workforce at risk of exposure from aggressive behaviour exhibited by the patients/consumers and visitors of RMH.

The role requires sound clinical knowledge and leadership, ability to work both autonomously and within a team environment. Collaboration with nurse unit managers, clinical nurse leaders, educators and security staff is expected.

This position will be an ongoing appointment with current availability for full time and or part time positions, at and based at Royal Melbourne City campus.

<ul style="list-style-type: none"> • Take reasonable care for your safety and wellbeing and that of others. • Advise on the prevention, early intervention and management of actual and or potential risks of OVA to minimise the impact of harm associated with OVA. • Speak up for safety, our values and wellbeing. • Participate and cooperate in consultative processes to improve the health and safety and reduce risk to the safety of staff. • Work alongside the security team to provide guidance and support in OVA strategies, such as security rounding and response to code grey. • Engage and liaise with key stakeholders to work collaboratively to provide maximum safety and undertake daily analysis of security hot spot data • Identify and respond to staff concerns related to OVA and support the wellbeing of all staff. • Act as a role model and resource person by demonstrating clinical excellence and a high level of knowledge and expertise in OVA. • Facilitate the delivery of activities relating to the MOCA training program, provide educational and in-services as required. • Demonstrate highly developed interpersonal/communication skills with a range of stakeholders and resolve any conflict openly with a problem solving approach • Facilitate an environment that is conducive to learning and incorporates adult learning principles • Support staff with relevant guidance to monitor management plans with the multidisciplinary team. 	<ul style="list-style-type: none"> • Coach and guide staff on the utilisation of OVA procedures, tools, guidelines and investigations documentation and processes. • Encourage staff to document in the EMR related to identification of risks of aggression, and complete Riskman incidents in a timely manner. • Be responsible for service improvement initiatives in reducing the risks associated with OVA and improving training attendance. • Participate in staff meetings and forums. • Ensure adherence to organizational standards and mandatory requirements but not limited to Infection Control, Hand Hygiene, Medication Safety, Basic Life Support, Manual Handling, Risk management and Occupational health and safety. • Actively provides and participates in feedback processes through annual performance review and where applicable individual work plans. • Respect that the RMH is a smoke-free environment. • Stay abreast of current research and clinical practice evidence and integrate into training. • Accepts responsibility for Continuing Professional Development (CPD) of self and actively keeps a CPD portfolio as required by the Nursing and Midwifery Board of Australia. • Adhere to legislation pertaining to privacy, confidentiality and the handling of personal information • Demonstrate commitment to organisational change.
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Internal

- All clinical staff nursing [including NUMs and ANUMs, CNE's], medical and allied health and non-clinical staff
- Security operations manager, coordinators & team leaders
- Safety Partners and OHS consultants
- Wellbeing team & manager
- MOCA team
- Comprehensive care lead
- Consumer liaison team

External

- Department of Health & Human Services
- Victoria Police
- Other Health Care Services
- ANMF
- HACSU

- ## KEY SELECTION CRITERIA

- Registered Nurse or Registered Psychiatric Nurse.
- Practices in accordance with the Australian Nursing and Midwifery Accreditation Council (ANMAC) National Standards for the Registered Nurse. For further details see under 'competency standards' via the following link <http://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/CodesGuidelines.aspx>.

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Demonstrate expertise in the prevention, early intervention and management of occupational violence and aggression in the health industry.
- Demonstrated skills in conducting training sessions and facilitating groups.
- Knowledge of legislative and regulatory requirements and risk management as it applies to occupational violence and aggression.
- Demonstrate ability to work in a consultative manner with all key stakeholders and relevant parties.
- Well-developed interpersonal skills (verbal and written) and a capacity to work both independently and as a member of a multi-disciplinary team; and with security team members, including a demonstrated ability to liaise effectively at all levels.
- Ability to problem solve, make decisions, communicate and negotiate as required in response to management of OVA.
- Knowledge and experience in occupational health and safety including risk management, investigation and auditing.
- Understands and commits to the organisational values and behaviours.

- Knowledge, experience and understanding of the impact – both physical and psychological – of incidents of occupational violence on employees.
- Certificate IV in Training and Assessment.
- Be able to deliver training ad-hoc in management of aggression as required.
- Experience in the use of Microsoft Office - suite.
- OHS qualification.

Your performance will be measured through your successful:

- Demonstration of RMH values
- Completion of key accountabilities
- Achievement of department specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

- Aim 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.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
- Are an equal opportunity employer, committed to providing a work environment free of harassment and discrimination. We promote diversity and inclusion in the workplace.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

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.

Employee Signature

Employee Name (please print)

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Date _____