



**The Royal  
Melbourne  
Hospital**

# Advancing health for everyone, every day.

**Could this be you?**

**Join the Royal  
Melbourne  
Hospital team**



**Position Description**

**Mental Health Bed Access Coordinator**



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## THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

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.

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## OUR VISION

# Advancing health for everyone, every day.

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## 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.

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## 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





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assessment skills that will support to identify or conject clinical presentations and service response. It's expected that independent decision making will be demonstrated, supported by relevant procedures and operational and clinical escalation pathways.

MH BAC will contribute to existing and prospective projects and innovation relevant to the position and requiring their expertise. In their role they may facilitate and participate as a committee member.

The MH BAC reports to the Ambulatory MHS Manager. Operational escalation during and outside business hours will be in accordance with MHS Access to Adult Acute Mental Health Beds procedure.

- The position will promote timely care for actual and potential demand for inpatient bed-based services.
  - The role is responsible for identifying and escalating barriers to timely admission to inpatient bed-based services.
  - Concurrently, MH BAC will support Emergency Mental Health in the complex discharge planning from the ED to support progression of care to community mental health.
  - MH BAC is expected to utilise EPIC and the Client Management Interface in order to support bed access.
  - Work with the AAIPU leadership team to identify current and future access to General Care Area, Intensive Care Area and prospective Care Area beds.
  - MH BAC will be responsible for allocation of AAIPU bed ready time in collaboration with the Associate Nurse Unit Manager (ANUM).
  - The position will perform the role in locations that promote collaboration and understanding of access and flow principles.
  - The role will capacity build MHS by role modelling and sharing knowledge.
  - The incumbent will have a key role in the MHS escalation procure.
  - MH BAC will attend relevant access huddles.
  - The role will maintain REACH database at a minimum daily frequency.
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## KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities, including maintain contemporary practice through pursuit of professional development.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- MHS, in collaboration with RMH aim to work in a culture where there are no patients receiving care in the emergency department (excluding an observational medicine model) for a duration in excess of twenty-four hours.
- Work in accordance with National Emergency Access Targets and local procedure to oversee Safe, Timely, Effective, Patient centred Care.
- Prepare daily or weekend summaries regarding patient flow including inter/intra hospital admissions, demand in ED and RMH acute health, cubicle breaches and incident where a patient is absent without leave.
- Where management of access and demand cannot be locally managed, use escalation supports.
- Ensure that peers supporting backfill are orientated to the role.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.
- Work closely with OH&S Health and Safety representatives to consider improved approaches to patient care.

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## KEY RELATIONSHIPS

### Internal

- MHS departments incl. Managers and Lead Consultants
- AAIPU ANUM's
- ED leadership
- ED Floor Coordinator's
- DCC
- MHS Director of Nursing & Operations
- MHS Ambulatory Manager
- Forensic Clinical Specialists

### External

- Royal Women's Hospital
- Victorian MHS (Youth, Adult and Older Adults)
- National MHS
- Forensicare
- The Melbourne Clinic
- Facilitation agencies accessing private MHS beds
- Primary care providers
- Patient transport (urgent and non-urgent)

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## KEY SELECTION CRITERIA

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### AT THE RMH WE:

- 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, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- 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.

### OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
  - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
  - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
  - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
  - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
  - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

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### 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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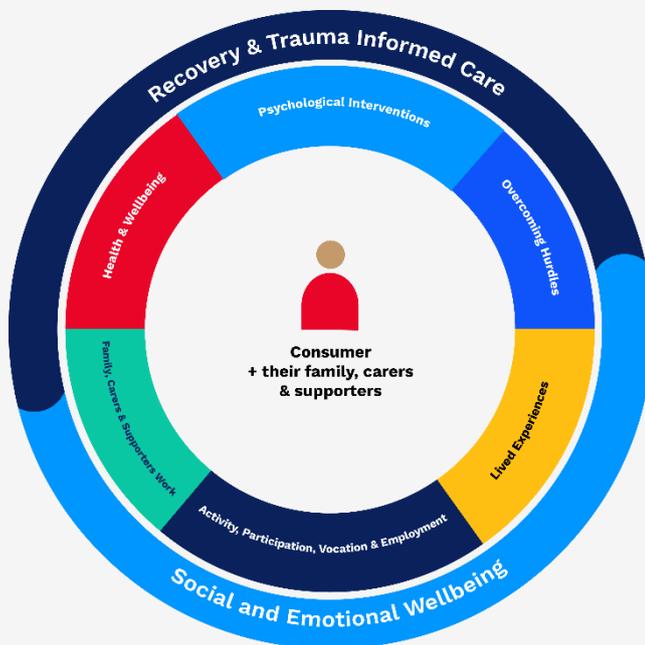
Employee Signature

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Employee Name (please print)

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Date



### Community Core and Specific Evidence-Based Practice

Psychological Interventions	Family, Carers and Supporters Work	Health & Wellbeing	Activity, Participation & Employment	Lived Experiences	Overcoming Hurdles
Early Warning Signs & RWP discussion	Initial Conversation with Family/Carer	Physical health screening	Initial Conversation about activity, participation and vocation	Initial Conversation about consumer peer support	LSI-R:SV
CBT Fundamentals	Family/Carer Fundamentals	Physical health conversations	APQ6	Initial Conversation about family, carer and supporters peer support	SUBA
	Family Violence Screen	Physical health assessment	Driving Screen		AOD Harm Minimisation
		Metabolic monitoring	Sensory Approaches		AOD Relapse Prevention
CBT for Psychosis	Single Session Family Consultation	Medication safety, education & advocacy	Activity Engagement	PeerZone	Specialist Supportive Clinical Management for Eating Disorders
Acceptance & Commitment Therapy (ACT)	Multiple Family Group		Therapeutic Activity Groups	Consumer led inpatient groups	Forensic Risk Management Planning
Therapies for Borderline Personality Disorder	Family Therapy	Equally Well Physical Health Program	Vocation and Employment Support	Consumer Peer Support-led Community Groups	Forensic Risk Reduction Treatment
CBT for co-morbid Anxiety & Depression	FaPMI Programs	Medication Alliance	Sensory Assessment & Interventions	Individual Consumer Peer Support	AOD Motivational interviewing
Be Well Live Well - Early Warning Signs Relapse Prevention Program	Family Violence Assessment (MARAM)	QUIT Program	Driving Assessment	Family Peer Support-led Groups	Refer to Detox
				Individual Family, Carer & Supporters Peer Support	Autism Consultation and Evaluation Services (ACES)