

Position Description

Occupational Violence and Aggression (OVA):

Education and Training Specialist

Classification/s:	RN Educator: RN35 (QRED 3) RPN: Grade 4 Psychologist: Grade 3 Allied Health Professional (OT and SW): AHP1 Grade 3 HS4
Business unit/department:	Workforce Health, Safety and Wellbeing
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement/s:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 Victorian Public Mental Health Services Enterprise Agreement 2024-2028 Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025 Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026 Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Part-Time
Hours per week:	32 hours
Reports to:	OVA Education Program Coordinator
Direct reports:	Nil
Financial management:	Budget: N/A
Date:	March 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position Purpose

The Education and Training Specialist - OVA is responsible for the design, delivery and evaluation of high-quality OVA education and training across Austin Health. The role promotes a proactive, trauma-informed and recovery-oriented approach that prioritises early intervention, de-escalation, workforce wellbeing and the reduction of OVA related risks and hazards.

Working as part of the OVA Education and Training Team and in partnership with key stakeholders, the Education and Training Specialist identifies workforce needs and best practice to implement consistent, organisation wide education, training and professional development strategies.

The role supports practice change and contributes to improved clinical outcomes, workforce capability and a skilled, confident workforce by strengthening systems for the prevention and management of OVA, aligning with organisational objectives, and driving continuous improvement within this space.

About the Department

The Workforce Health, Safety and Wellbeing Department sits within the People and Culture Directorate at Austin Health. It is based at the Heidelberg Repatriation Hospital and is responsible for providing advisory services, strategic direction and planning for the health, safety and wellbeing of the workforce across all campuses, covering over 11,000 employees.

Key areas of responsibility include occupational health and safety management systems, injury management and return to work, workforce wellbeing, emergency preparedness and business continuity.

Position Responsibilities

- Contribute to the planning, delivery and evaluation of OVA education and training programs across Austin Health, including tailored education for clinical and non-clinical teams.
- Facilitate organisation-wide and local OVA education and training aligned with Austin Health policies, procedures and guidelines, with a focus on maximising safety for patients and the workforce.
- Support and develop a network of local OVA trainers to ensure sustainable, organisation-wide capability.
- Build workforce capability to recognise, prevent and respond to behaviours of concern and OVA, including delivery of local consolidation and refresher training to maintain skills and preparedness.
- Design and maintain contemporary, evidence-informed education resources to support OVA education and training initiatives.
- Monitor, evaluate and continuously improve OVA education and training programs in collaboration with the OVA Education and Training Team and key stakeholders.
- Provide specialist OVA knowledge, advice and guidance to the workforce to support safe, effective and patient-centred care.
- Contribute to organisational risk and hazard reduction by strengthening capability in the prevention, early identification and management of OVA.
- Work collaboratively with multidisciplinary teams and educators across Austin Health to promote interprofessional learning.
- Contribute to the development and implementation of evidence-based guidelines, processes and systems relating to the management of OVA.
- Contribute to governance processes through reporting, data collection and the provision of updates to relevant stakeholders and committees.



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- Maintain accurate and timely records of education delivery, participation and outcomes.
- Participate in and support OVA-related research, quality improvement and evaluation activities.
- Represent the organisation through participation and presentation at committees, working groups, forums and conferences.
- Liaise with internal and external stakeholders, including People and Culture, Divisional leaders, education teams, industry bodies, the Department of Health and Safer Care Victoria.
- Demonstrate high-level communication, leadership and adaptability in a dynamic healthcare environment.
- Maintain and develop professional expertise through ongoing learning, reflective practice and self-directed development, especially in relation to your professional discipline.

Selection Criteria

Essential skills and experience:

- Demonstrated commitment to Austin Health values, with high levels of integrity, professionalism and accountability.
- Significant experience in the design and delivery of contemporary adult education and workforce training within complex healthcare environments.
- Advanced understanding and clinical experience in the assessment and management of behaviours of concern and occupational violence and aggression.
- Demonstrated knowledge and application of trauma-informed, recovery-oriented practice, person-centred care, and other therapeutic approaches relevant to the prevention and management of OVA.
- Highly developed communication, engagement and interpersonal skills, with the ability to influence, negotiate and build effective relationships across all levels of the organisation.
- Proven ability to develop and deliver education programs across multiple modalities, including face-to-face and online learning.
- Demonstrated ability to work both autonomously and collaboratively within multidisciplinary teams.
- Strong organisational skills, with the ability to manage competing priorities and meet deadlines.
- Ability to lead initiatives, support change and contribute positively within a dynamic and evolving environment.
- Demonstrated capacity to build and sustain collaborative partnerships with internal and external stakeholders.

Desirable, but not essential:

- Minimum of 5 years' post-qualification experience within a healthcare setting.
- Qualifications and/or demonstrated experience in OVA education and training within healthcare or a similar environment.
- Postgraduate qualification in education or a related field (e.g. Graduate Certificate, Diploma or Master of Education), or Certificate IV in Training and Assessment (TAE) or equivalent, or working towards completion.
- Working knowledge of the Mental Health and Wellbeing Act 2022 and other relevant legislation.
- Demonstrated knowledge of the Safewards model principles and their practical application in supporting therapeutic engagement, preventative strategies and the reduction of restrictive interventions.
- Familiarity with Positive Behavioural Support (PBS) planning that aims to reduce behaviours of concern and minimise OVA incidents.
- Demonstrated understanding of healthcare information systems and proficiency in Microsoft 365 and other applications.



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Professional Qualifications and Registration Requirements

Relevant professional qualification in a health-related discipline e.g. Registered Nurse, Psychologist, Occupational Therapist or Social Worker, and registered with the relevant governing body (without restriction).

- Registered Nurses: Registered with the Nursing and Midwifery Board of Australia, and Registered Nurses (MH): A relevant Post Graduate qualification in Mental Health nursing or equivalent.
- Occupational therapists: Current registration with the Australian Health Practitioner Regulation Agency (AHPRA).
- Psychologists: Current registration with the AHPRA.
- Social Workers: Eligibility for membership with the Australian Association of Social Workers (AASW).
- A current Working with Children's Check (without restrictions).

Quality, Safety and Risk – All Roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centred care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other Conditions – All Roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: our actions show we care, we bring our best, together we achieve, and we shape the future.
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General Information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.



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Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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