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A highly experienced Clinician with expertise in the field of occupational violence, aggression, bullying and harassment. An accomplished trainer and leader of people, able to build quality systems and programs that change culture and styles within organisations.

Work Summary

New Age HSE Services - Principal Consultant Violence and Aggression Prevention (Apr 2017 – Present)

Monash Health – Occupational Violence and Aggression Manager, Jan 2015 – Apr 2017

Monash Health – Occupational Violence and Aggression Consultant, 2009 - 2015

Monash Health – Division 1 Nurse, 2007 – 2009

Scottish Prison Service – Nurse Practitioner, 2002 to 2007

Glasgow Royal Infirmary – Senior Staff Nurse , 2000 – 2002

Dumfries and Galloway NHS Trust Senior Staff Nurse, 1997 – 2000

Education

Diploma of Adult Nursing

Dumfries and Galloway College of Nursing and Midwifery. 1997

Certificates / accreditations

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- Certificate of Nursing - Argyll and Clyde College of Nursing and Midwifery. 1992
- Cert IV in Training and Assessment (TAA40104) - Chisholm Institute. 2010.
- Working with Children certificate

Skills

- Competent Trainer in both physical and non-physical aggression management techniques/principles
- Lead Trainer for Code Grey (aggression management in hospitals)
- Implementation of Code Black programs
- Development of Occupational Violence and Aggression Policies and Procedures, Risk Assessment Tools, Aggression Management Plans and OVA Action Plans
- Certified "Train the Trainer" for Calm and Restraint Education(CARE)Advanced Life Support and suturing qualified

Key Achievement Areas

Change Agent: Energy to drive significant change within an organisation. Proven instructor and trainers with the ability to change culture within an organisation. Able to develop specific training material, new pragmatic concepts and targeted programs to suit the requirements of any organisation.

Risk Management: Successfully developed and implemented risk mitigations programs and critical risk controls in high risk Healthcare and Prison organisations.

Capability: Successful Clinician with 20 years' experience and expertise in occupational violence, aggression, bullying and harassment

Leadership: A proven leader of people, able to influence public policy and effectively manage projects, resources, compliance and accountabilities.

Strategy: Demonstrated developer of risk strategy and education programs – able to develop and analyse risk, statistical data, identify trends and evaluate the impact of new strategies.

Experience

2017 - Present: New Age HSE Services - Principal Consultant Occupational Violence and Aggression Prevention

- Lead Educator in Code Grey and Black (aggression management in hospital)
- Investigating Occupational Violence and Aggression Incidents and developing risk management strategies
- Training packages for healthcare, service industry, security, receptions and call centres including de-escalation, breakaways, risk management Strategies, restraint training, and aggression management plans
- Bow tie analysis of OVA risks.
- Advice on environmental design
- Developing "Behaviours of Concern" management plans and client treatment plans
- Developing organisations OVA strategy, annual action plan, and OVA policies and procedures

2016 – 2017: Monash Health Occupational Violence and Aggression Manager

- Support/mentoring OHS consultants and OHS trainers in all aspects of aggression management
- Lead Educator in Code Grey Training (aggression management in hospitals)
- Lead trainer in Code Grey "Train the Trainer"
- Investigating Occupational Violence and Aggression Incidents and developing risk management strategies
- Post incident support for staff, including escalation to Police, where necessary
- Developing "Behaviours of Concern" management plans
- Developing organisations OVA strategy, annual action plan, and OVA policies and procedures
- Mentoring staff in completing Occupational Violence and Aggression Risk Assessments
- Developing aggression management training packages, including de-escalation, breakaways, risk management Strategies, restraint training, and aggression management plans
- Reporting directly to executive to report on trends/risks/incident management

2009 – 2016: Monash Health – OHS - Occupational Violence & Aggression Consultant

- Delivering Code Grey Training to security and clinical staff across multiple Monash Health sites
- Coordinating and facilitating OVA Reference Group
- Developing and facilitating ongoing De-escalation, Breakaway and Home Visiting education for Monash staff
- Developing yearly training schedules across sites and entering data into electronic data systems
- Reviewing Riskman reports around Violent and Aggressive incidents and identifying patterns and trends
- Supporting departments with Risk Assessments and Risk Management strategies
- Working with Key stakeholders to develop and implement Organisational OVA Strategies

2007 - 2009 Monash Health – Medical Assessment Unit (33S) – Division 1 Nurse (Clinical Nurse Specialist)

- Managing department in absence of Associate Nurse Unit Manager
- Teaching and supporting patients and their families with regards to Health Promotion/Education
- Supervising/mentoring junior colleagues/students
- BLS and Safe Administration Medications (SAM) Assessor
- Working effectively with Multi-Disciplinary Team members to ensure best outcome for patients

2002 – 2007 Scottish Prison Service – Dumfries Prison & Lowmoss Prison – Nurse Practitioner

- Working autonomously and as part of a team in a medium to high security prison
- Providing continuing and emergency care to a diverse population
- Arranging and running clinics for patients with chronic health and addiction problems
- Developing and delivering health education programs
- Assessing and triaging patients on a daily basis
- Managing patients with Mental Health disorders and suicidal tendencies

2000 – 2002 Glasgow Royal Infirmary – Medical Unit – Senior Staff Nurse /Grade E

- Managing 24 bedded Male Medical/Haemophilia Unit in absence of ward manager
- Teaching and supporting patients and their families with regards to Health Promotion/Education
- Supervising/mentoring junior colleagues/students
- Working effectively with Multi-Disciplinary Team members to ensure best outcome for patients
- Implementing and supporting Clinical Supervision for staff member

1997 – 2000 DUMFRIES & GALLOWAY NHS TRUST - Staff Nurse/Grade D

- Working as part of a team in a 30 bedded Medical Assessment/Respiratory Unit
- Providing Care for Patients with acute and chronic conditions
- Trained and worked as part of the site Aggression Management Team
- Preceptor for students

Interests

Scottish Football (Rangers), English Football (Nottingham Forest)

Family