

SMICS SPOTLIGHT ON CLINICIANS AT THE CENTRE OF PATIENT CARE



Alice Urban

Tell us about yourself and how you came to be in your current role(s)?

I am currently the Manager of Allied Health and Aboriginal Health, Community Care, at Peninsula Health. I am an Occupational Therapist by training and started my career in aged care and community aged psychiatry, with a 2-year stint working in London hospitals in a variety of roles, but primarily aged psychiatry. I continued to work in these fields following my return to Australia before moving to the Mornington Peninsula where I joined Peninsula Health. I have been here for over 10 years in various roles in Community Health and I really feel that my professional journey has led me to my current role - which I love.

What is the most rewarding aspect of your role?

I'm lucky to really enjoy my role and there are many rewarding aspects. I like working with great staff who are motivated to improve client care, and the processes required to support client care. We work in an environment where we are encouraged to innovate and generate solutions, which means you have the benefit of listening to, and learning from, an array of great ideas.

What is it about your work that makes you want to get out of bed each morning?

Each morning I look forward to working with like-minded and motivated people who are committed to delivering exceptional health care. I also have the privilege of a diverse work role working with a variety of client cohorts which means the day is never dull, and often unexpected.

What does a typical day at work look like for you?

My work days are fairly structured with regular check-ins with staff, and regular meetings to catch up and progress projects and service development. I also have supervisory responsibilities and enjoy the opportunities to mentor staff, and to learn from those I work with. In the quiet moments there are always emails to respond to, administration and document reviews to catch up on - just as important!

How do you manage work/life balance?

I really believe it's important and I do try... I'm not sure I manage though particularly during lockdown episodes! I have two school age children and work full time so trying to achieve balance is a priority. In many ways a busy home life demands I keep some balance. I do try and keep my work within work hours and try not to think about it (too much) out of hours. It really helps that I have a supportive work place.

Are there any patient success stories that you can share?

I would hope that every day we have patient success stories. Part of my role is managing an allied health program which supports clients with complex and chronic health conditions, who are having trouble managing their health conditions independently. So every day brings individual challenges for staff to support these clients. We have a great team of clinicians who strive to provide client centred care every day - the client is the centre of what we do.

I also support work in the Aboriginal Health space which is an exciting and innovative space to be in at Peninsula Health. We have launched our third Reconciliation Action Plan this year, implemented improved staff training and are constantly working to review and improve our services.