



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Nurse Unit Manager
<b>DIVISION/DEPARTMENT:</b>	Home Nursing
<b>CLASSIFICATION:</b>	RN NUM Yr. 1 – 3 (YZ11-YZ33)
<b>INDUSTRIAL AGREEMENT:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 – 2020 and subsequent agreements.
<b>REPORTS TO:</b>	<b>Operationally:</b> Director of Community Health  <b>Clinically (Nursing):</b> Director Clinical Services
<b>PRE-REQUISITES:</b>	Registered General Nurse Division 1 Current RN Registration (AHPRA) Current Police Check Current Working with Children Check Current Drivers Licence (Victoria)

### KEY SELECTION CRITERIA:

- Demonstrate extensive experience in a community environment.
- Relevant postgraduate qualifications or prepared to work towards and obtain same;
- Competent in recruitment and selection practices in a public sector health environment.
- Competent interpretation of current Enterprise Bargaining Agreement requirements.
- Consolidated management experience
- Possess knowledge of relevant legislation, including the national health reform, National Standards Assessment Program (Palliative Care), Palliative Care policy, Department of Veterans Affairs community Nursing Guidelines, Home and Community Care (HACC) Common Care Standards, Health Independence Programs, Activity Based Funding, National standards
- Demonstrate well-developed communication and interpersonal skills;
- Demonstrated ability to articulate clear decision making processes

- Understand the principles of financial management, including budget development, monitoring and reporting;
- Knowledge and commitment to Quality Management and Accreditation processes.
- Demonstrated ability to lead and manage change taking into consideration the appropriate consultative process and operational requirements.

**OUR PURPOSE:**

The purpose of Benalla Health is to facilitate a healthy and resilient community through the provision of integrated, lifelong healthcare services.

**OUR VALUES:**

Compassion, Empathy, Accountability, Respect and Excellence.

**POSITION SUMMARY:**

The Nurse Unit Manager (NUM) Home and community nursing is responsible for ensuring the provision of high quality care to clients and their families through effective leadership, management of staff, and other resources.

The NUM is involved in the coordination and management of the budget, facilities and equipment, staff recruitment and retention, performance management, coordination of staff development programs and the management of portfolios.

The NUM will work as part of the senior management team and is a member of a number of strategic and important organisational meetings/groups. The incumbent is the point of contact for the Director Community Health regarding Department issues.

The NUM must also demonstrate appropriate expertise, act as a mentor and role model, and facilitate the development of clinical and management skills in staff.

**RESPONSIBILITIES**

Under the umbrella of Our Values the primary responsibilities relate to the four strategic directions of Benalla Health

1. Provide Health Services that Respond to Community Needs.
2. Develop Partnerships, Alliances and Community Relationships.
3. Manage Resources Responsibly and Sustainably.
4. Foster a Culture of Continuous Improvement and Excellence in Governance.

The role of Nurse Unit Manager, assists and promotes these strategic directions by ensuring duties are performed within a legislative compliance framework incorporating Benalla Health's:

- Policies and Procedures;
- Quality Activities;
- The Occupational Health and Safety Act and;
- Other Standards or Acts this role must operate within.

## **DUTIES:**

### **1. Provide Health Services that Respond to Community Needs**

- *Customer service: Treat all patients, clients, visitors and staff in accordance with Benalla Health's values. Provide a proficient and customer focused service;*
- *Strategic service development: Ensure efficient and effective operation of the clinical areas in line with the strategic direction of the organisation;*
- *Care Continuum: Ensure the needs of the community and the organisation are met. Make recommendations to relevant stakeholders to facilitate service/system improvement.*

### **2. Develop Partnerships, Alliances and Community Relationships**

- *Administration: Ensure all administrative functions are completed within the mandates of the position;*
- *Liaise at managerial level with other senior managers and executive staff within Benalla Health to ensure that services meet the needs of the community;*
- *Ensure cultural change towards coordinated care for patients and clients is clearly articulated and implemented.*

### **3. Manage Resources Responsibly and Sustainably**

- *Financial accountability: Ensure management of designated cost centre is in line with budgetary framework;*
- *Workplace management: Assist in staff recruitment, retention strategies, and performance management in clinical areas. Manage work practices in accordance with Award agreements and entitlements;*
- *Workforce development: Ensure all clinical staff has active performance development plans that are reviewed at least annually. Ensure all staff comply with the specific competencies as determined by the organisation;*
- *Training: Ensure staff compliance with training requirements specified by Benalla Health and maintain accurate records of ongoing training;*
- *Education and research: Promote research and critical analysis in order to ensure services and nursing practice benchmarks are achieved. Facilitate and participate in the delivery of models of education to Unit staff and students.*
- *Demonstrate compliance with department operational plan.*

### **4. Foster a Culture of Continuous Improvement and Excellence in Governance**

- *Compliance: Ensure personal and Unit compliance with relevant Acts, Legislation and organisational Policies and Procedures;*
- *Continuous Improvement: Monitor standards of service and practice through the quality framework. Implement interventions identified from quality framework;*
- *Safe Practice: Ensure safe work practices and focus on clinical and environment risk management strategies. Ensure all practices are in accordance with Infection Control Standards;*

- *Incident Management: Comply with Benalla Health's policies regarding the reporting of actual and near-miss events and implement appropriate follow up actions.*

## **SAFETY MANAGEMENT SYSTEMS**

In accordance with the current Victorian OH&S legislation and infection control standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures
- Reporting hazards and injuries
- Participate in OH&S consultation and OHS training
- Cooperate with managers and supervisors to ensure that OH&S responsibilities are met by all
- Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk.
- Each Employee is responsible for ensuring that they are fit to perform their duties without risk to the safety, health and well-being of themselves and others within the workplace. This responsibility includes compliance with reasonable measures put in place by the Employer and any related occupational health and safety requirements.
- Consult with OH&S representative on any proposed changes to the workplace.
- Consult with representative on major items being purchased.
- Permit OH&S representatives to attend training.
- Provide facilities and assistance to OH&S representative to ensure they can perform their function and duties.

Each employee has the responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline

## **QUALITY & RISK**

Benalla Health is accredited by an independent Accreditation Agency. All staff are required to actively participate in quality improvement activities.

## **POLICY & PROCEDURES**

It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational-wide policies and procedures can be accessed on the BH Intranet site.

## **CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2001.

## **MANDATORY ORGANISATIONAL COMPETENCIES**

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete the following competencies

as prescribed (on commencement, annually, every two years or as otherwise stated):

- Attend orientation on commencement
- Emergency Response and Fire Extinguisher Training (both theory and practical sessions)
- Manual Handling
- Human Rights, Equal Opportunity Prevention of Workplace Bullying and Managing Diversity in-service.
- Hand Hygiene Training.
- Reporting Elder Abuse.
- Person & Family Centred Care

Refer to the organisations mandatory training policy for full details.

### **CONSUMER ENGAGEMENT**

Benalla Health employees are responsible for meaningful consumer participation so that consumers, carers and community members are active participants in the planning, improvement and evaluation of health services.

This will be demonstrated by:

- New staff attending staff induction forum where the value of partnering with consumers/carers and community members is discussed.
- Evidence that consumers and their significant others are involved in the development of their own care plans and
- Completion of annual competencies that includes the importance of partnering with consumers/carers and community members.

### **PREVENTION AND RESPONSE TO FAMILY VIOLENCE**

It is a basic human right to be respected as an individual. Benalla Health supports this fundamental right through advocacy for the prevention and awareness raising of family violence. Benalla Health is committed to the elimination of Violence.

Each employee at BH will be expected to demonstrate their commitment by:

- Gaining knowledge and the ability to implement a brief intervention to identify and respond to family violence, underpinned by principles of sensitive practice.
- Actively participate in education and events supporting 'the prevention and response to family violence in our organisation and the community.
- Positively contribute to workplace safety and moral.
- Be able to confidently address issues that arise regarding Family Violence for clients and colleagues.

### **PERFORMANCE REVIEW & DEVELOPMENT**

A performance review & development plan will be carried out three months post appointment and thereafter at least once a year. The position description will form the basis for the review. If performance does not meet expectations or additional staff development/guidance is required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time in writing.

*This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.*

*As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's Policies and Procedures.*

<b>EMPLOYEE'S NAME:</b>	_____
<b>EMPLOYEE'S SIGNATURE:</b>	_____
<b>DATE:</b>	...../...../.....

<b>MANAGER'S NAME:</b>	_____
<b>MANAGER'S SIGNATURE:</b>	_____
<b>DATE:</b>	...../...../.....

**REVISED:** Nov 2017 Director Community Health & Human Resources

<h2 style="margin: 0;">Benalla Health</h2> <p style="margin: 0;"><i>Aligning behaviours to our Values and Code of Conduct</i></p>				
Compassion Excellence	Empathy	Accountability	Respect	
<i>In our team we ...</i>				
are kind to each other are forgiving respect personal space seek clarity where there is uncertainty maintain confidentiality for those in our care and those we work with encourage and support each other to discuss issues ensure open consultation and two-way communication use eye contact and our tone of voice to demonstrate we are actively listening to the others perspectives we see the person as being separate from any unacceptable behaviour	ask others 'how can we help' act to include each other seek to understand the facts will support those who admit errors pull together especially in tough times have patience for those who are learning are safe to question and be inquisitive report incidents and mistakes recognising we work in a 'just' culture promote a culture of continuous improvement	are honest and reliable do what we say we will do are honest with each other call below the line behaviour reflect on our own behaviour acknowledge problems and seek and/or offer a solution have the courage to speak up and use our voice will comply with reasonable directives follow policies and procedures including rostering rules	acknowledge the views, opinions, beliefs and ideas of others say thank you manage each other up encourage robust discussion smile and greet each other acknowledge people from culturally diverse backgrounds turn up on time apologise when we have hurt others and/or have been below the line in our behaviour model and demonstrate polite behaviour use AIDET when we communicate follow our organisation's dress code and dress appropriately	have a 'can do' attitude work hard choose our attitude encourage innovation lead by positive example work as a team acknowledge when we are wrong encourage each other to be the best we can be and celebrate each other's achievements

	<p>summarise what we have heard to demonstrate our understanding</p> <p>have fun</p>			
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***In our team we do not ...***

<p>accept negative comments about others efforts</p> <p>withhold or deliberately make information inaccessible</p> <p>use or threaten to use violence - even in jest</p>	<p>say this is the way we have always done it</p> <p>judge a book by its cover</p> <p>tolerate angry, aggressive behaviour</p> <p>negatively criticise and judge another's performance</p> <p>actively avoid the reporting of events, incidents or issues</p> <p>actively or passively resist change</p> <p>misrepresent or selectively interpret facts</p>	<p>waste time</p> <p>turn a blind eye to poor practice</p> <p>expect other people to clean up our mess</p> <p>openly complain to everyone else except the most appropriate person who could fix the problem or issue</p>	<p>participate in, contribute to or encourage the rumor mill and gossip</p> <p>dismiss other people's opinions and contributions or put down their ideas</p> <p>manage each other down</p> <p>tolerate sexist behaviour or language</p> <p>use unprofessional or inflammatory language such as swearing</p> <p>raise our voices in patient care areas</p> <p>see ourselves as being more important than someone else</p> <p>respond with negative body language such as rolling eyes, huffing/puffing, negative tone of voice, crossing arms or shrugging shoulders</p> <p>talk down and be condescending to others</p>	<p>watch the clock</p> <p>ignore call bells or ringing phones regardless of who is allocated what duties</p> <p>blame others for our actions</p> <p>put our personal likes or dislikes above the needs of the team and our professional responsibility</p>
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***Our standard is what we choose to walk past ...***