



POSITION DESCRIPTION

POSITION TITLE:	Associate Nurse Unit Manager (ANUM)
DIVISION/DEPARTMENT:	Urgent Care Centre – Clinical Services
CLASSIFICATION:	RN ANUM YR 1-2 (YW11-YW12)
INDUSTRIAL AGREEMENT:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 – 2020 and subsequent agreements.
REPORTS TO:	Nurse Unit Manager - Urgent Care Centre
PRE-REQUISITES:	Registered Nurse Grade 2
Essential:	Post Graduate Studies (in related areas e.g. RIPERN, Rural and Remote Emergency Nursing, Emergency) Current Nurses registration (AHPRA) Current Police check Current Working with Children's Check ALS Triage competency Intravenous Cannulation Management of anaphylaxis ECG interpretation & management of chest pain Non Invasive Ventilation FLEC Previous Urgent Care or Emergency Department Experience

KEY SELECTION CRITERIA:

- Achievement of Registered Nurse competencies in accordance with criteria as prescribed by the Nursing and Midwifery Board of Australia (NMBA)
- Demonstrate well-developed communication and interpersonal skills;
- Demonstrate a high level of skill in clinical decision making – in particular with problem identification and solution.
- Strong leadership skills demonstrated by knowledge of Human Resource policies and procedures, adaptability to workforce needs and performance management processes.
- Demonstrated ability to deliver excellent nursing care in accordance with BH's philosophy, policies and procedures.
- Knowledge of and commitment to Quality Management and Accreditation processes.
- Knowledge of relevant legislation, particularly the National Health reform, National Standards and Aged Care Standards.
- Ability to work as part of a multi-disciplinary team and to work independently of others.

- Ability to maintain and improve clinical care standards.
- Ability to act as mentor or preceptor to other less experienced nurses, including students and graduate nurses.
- Ability to represent as a patient advocate.
- Demonstrated skill with analysis and interpretation of clinical data.
- Demonstrated proficiency in Information Technology.

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 Associate Nurse Unit Manager (ANUM) will:

- Mentor and lead the nursing staff in providing high quality nursing care to patients and supervise specialist care delivered by other staff;
- Coordinate specialised aspects of care provided to patients.
- Act as an advocate for patients and their families, ensuring their opinions are heard and their rights are respected;
- Provide a productive, safe environment in the unit, demonstrating effective leadership.
- In the absence Nurse Unit Manager (NUM), carry out day to day management of the unit;
- To act as Grade 5 after Hours Coordinator as and when required in absence of a rostered ADON. That is:

As defined by the Safe Patient Act: the After Hours Coordinator means a registered nurse or a midwife who is responsible for overseeing the operations of the hospital when the Director of Nursing or Director of Midwifery is not on duty

The specific responsibilities of an after-hours coordinator include

- *Liaising with all staff acting as resource for staff, facilitating and promoting quality patient care.*
- *Co-ordinating and maintaining appropriate nursing staff levels through consultation with clinical nurses, redeploying staff and engaging nurse bank employees/agency staff as required.*
- *Facilitating patient admission and/or emergency procedures in accordance with hospital policy and in or to maintain an efficient after hours service.*
- *Ensuring the smooth release of bodies from the mortuary after hours when necessary for coronial or religious reasons.*
- *Maintaining an awareness of patient/nurse dependency throughout the shift as this will assist the safe co-ordination of staff and patients.*
- *Assisting with the monitoring and analyses of patient incidents and accidents.*
- *Escalating clinical and/or organisational concerns as appropriate and according to relevant guiding documents*
- Assist the NUM in allocating appropriately skilled nurses to provide patient care;
- Assisting the NUM in staffing management – preparation of rosters, selection and recruitment, staff appraisal, staff development/education, occupational health and safety and other aspects of human resources management;
- Assist the NUM to work within the unit budget, and when appropriate, taking corrective action.
- Maintain competence in nursing practice as measured by the Australian National Competency Standards for the Registered Nurse.
- Comply with all organisational policies and procedures.
- Education and direction of staff to adhere to nursing policies and procedures;

- Deliver excellent nursing care in accordance with Organisational values, policies, procedures and clinical practice guidelines (CPG).
- Promote Benalla Health's Values and Code of Conduct through your practise and encourage the same in colleagues.
- Counsel patients and providing appropriate health education;
- Support Quality Improvement by carrying out quality activities and research within their area of practice.
- Contribute to the maintenance and improvement of clinical standards.
- Assess the need for training and education of other staff and then deliver specialist clinical teaching and supervision to nurses, health care staff and students in the unit and nursing division as required.
- Carry our research and development in the speciality
- Provide advisory services to appropriate committees
- Participate in the organisation's quality and accreditation programs, contributing to the processes whereby the quality of care of patients and residents is continuously improved. This includes examining own and others' nursing and health care delivery critically and incorporating the results of personal research or the research findings of others in the delivery of care.

RESPONSIBILITIES:

Professional Responsibility and Accountability

- Comply with AHPRA registration standards for a registered nurse.
- Maintain ANMC competency standards for registered nurse.
- Commitment to maintaining high levels of skill in clinical decision-making and maintenance and improvement of clinical standards.

Professional / Ethical Practice

Nursing actions and interventions are accurate, safe and demonstrate due regard for the theoretical concepts and principles underlying practice.

- Documentation conforms to legal and health service requirements.
- Actions reflect an awareness of legal implications of nursing practice.
- Nursing interventions are performed following adequate and accurate assessments.
- Clarification of and/or suggested changes to policies, procedures, protocols and guidelines are sought and made.
- Practice is in accordance with the Nursing professions' Code of Ethics.
- Confidentiality of information is maintained.
- Patient is supported to be an active participant in the process of care.
- Respect for individuals and their families in terms of cultural and social context is demonstrated.
- Recognises own knowledge base/ level of competence.
- Maintains and improves personal and unit clinical standards.

Critical Thinking and Analysis

Acts to enhance the professional development of self and others.

- Continuing education is actively undertaken.
- Quality activities are undertaken within the unit to enhance professional practice.
- Role modelling to all other members of the health care team is demonstrated.
- Contributes to the education of other professionals
- Incorporates research findings into nursing practice.
- Acts as a mentor or preceptor to less-experienced nurses, including graduates and student nurses.

- Acts as a resource person to others in relation to clinical practice.
- Monitors the specialised clinical practice of other nursing staff.

Management of Care

Comprehensive and accurate nursing assessments of patients are carried out

- Appropriate assessment tools and strategies are used effectively.
- Data is analysed and interpreted accurately.
- Deviations from normal are acted upon appropriately and promptly.
- Staff are assisted and guided in carrying out nursing assessments where necessary.

A plan of care is developed and documented in consultation with the patient and relevant individuals.

- The plan identifies expected outcomes, including agreed timeframes.
- Responds to patient and/or carer educational needs, referring to others where necessary.

Planned care is implemented, evaluated and assessed.

- Resources are utilised effectively and efficiently in providing care.
- Undertakes technical procedures confidently and safely.
- Refers clients to appropriate community service providers.
- Ensures all information needed for continuity of care is forwarded when an individual is transferred to another facility or discharged.
- Higher level of skills demonstrated in clinical decision-making – in particular in problem identification and solutions, and analysis and interpretation of clinical data.
- Expected outcomes, nursing interventions and priorities are revised with any change in individual's condition, needs or situational variations.
- Staff is assisted in implementing and re-evaluating planned care.
- Higher level of skills demonstrated in clinical decision-making – in particular in problem identification and solutions, and analysis and interpretation of clinical data.

Enabling

Appropriate interpersonal relationships are developed.

- Individuals are treated with dignity and respect at all times.
- Strategies that encourage independence are identified and utilised.
- Communicates effectively with individuals and groups.
- Staff is monitored to ensure they use resources effectively and efficiently and the Unit Manager is kept informed of issues and achievements.

Organises workload to facilitate planned nursing care.

- Work is organised, co-ordinated and delivered according to priorities of care.
- Responds effectively in unexpected or rapidly changing situations.
- Emergency management practices and drills are participated in according to health service policy.
- Crisis interventions and emergency routines are implemented as necessary.
- Responds effectively and teaches others how to respond in unexpected/ rapidly changing situations.

Establishes and maintains collaborative relationships with colleagues and members of the health care team.

- The roles and functions of the health care team are recognised and understood.

- Relevant information is communicated and documented effectively using appropriate techniques and channels of communication.
- Active participation in health care team activities is demonstrated.
- The Unit Manger is assisted to establish and maintain effective and collaborative working relationships with other members of the health care team.
- Role model commitment to ongoing professional development and compliance with mandatory training
- Contribute to evaluation and review of clinical practice documents

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.

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 the 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.

EMPLOYMENT CONDITIONS

HOURS: The services provided by this organisation are offered to the community on a 24 hour day, 7 days per week basis. We will endeavour to meet individual preferences and needs however the incumbent acknowledges that this may not be possible in all instances.

DIVISION: The employment with the organisation is offered in the Nursing Division. Staff may be required to work in different nursing units, within the organisation, to meet patient / resident needs.

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.

EMPLOYEE'S NAME: _____
EMPLOYEE'S SIGNATURE: _____
DATE:/...../.....

MANAGER'S NAME: _____
MANAGER'S SIGNATURE: _____
DATE:/...../.....

CREATED: Director of Clinical Services (DCS) 2012
REVISED: July 2018

Benalla Health

Aligning behaviours to our Values and Code of Conduct

Compassion

Empathy

Accountability

Respect

Excellence

In our team we ...

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

