



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Nurse Unit Manager
<b>DIVISION/DEPARTMENT:</b>	Clinical Services / First Response Services
<b>CLASSIFICATION:</b>	Nurse Manager 3 (NM11)
<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>	Operational Director Continuum of Care
<b>PRE-REQUISITES:</b>	Registered General Nurse Division 1 Current Registration Certificate (APHRA) Registration with the Nursing & Midwifery Board of Australia (NMBA) & meet the NMBA's Professional Standards. Current Police Check Working with Children's Check
<b>Desirable:</b>	Post Graduate qualification relevant to <b>emergency or critical care</b> or working towards the same. Post Graduate qualification – <b>RIPERN</b> . Masters of Nurse Practitioner (Emergency) or working towards the same. Post Graduate qualification relevant to <b>public health</b> . Post Graduate qualifications in <b>health administration</b> or equivalent or working towards same.

**COMPETENCIES** AS PER BENALLA HEALTH TRAINING POLICY

### KEY SELECTION CRITERIA:

- Demonstrated clinical experience working in an emergency / urgent care setting
- Demonstrated capacity to provide inspirational and strategic leadership
- Demonstrated capacity to align teams to organisational values and behaviours.

- Demonstrated knowledge of community and chronic disease policy, programs and funding.
- Demonstrated proficiency in the use of information management systems and programs.
- Demonstrated ability to manage people, projects and services including achieving required funding timelines and accountabilities.
- Demonstrated ability to implement and manage change

### **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 role of the Nurse Unit Manager (NUM) First Response Services is to be responsible for ensuring the provision of high quality, safe and evidence based practice across urgent care and after hour's hospital coordination services through effective leadership and management of both staff and other resources.

Responsibilities include but are not limited to oversight and leadership of evidence based clinical practice; staff recruitment, retention and rostering; performance monitoring and management; fostering and facilitating a sense of team and teamwork; fostering and facilitating a values based culture that prioritises safety and an expectation of consistency in practice; coordination and leadership of unit based portfolios; medical liaison; monitoring of the First Response Services budget and the oversight of the unit supplies and resources; and oversight of the maintenance of the unit facilities and equipment.

The NUM will contribute to both unit and organisational clinical governance including ensuring compliance with relevant legislation, quality and safety standards, industrial agreements and organisational guiding statements and documents.

The NUM will also demonstrate appropriate expertise and leadership to both role model and mentor the attributes, behaviours, knowledge and skills reflective of best clinical practice and demonstration of organisational values.

The NUM First Response Services will liaise with, and support the Operational Director Continuum of Care, to achieve the organisational goals outlined within the Benalla Health Strategic, Clinical Services and Operational Plans.

### **SPECIFIC DUTIES:**

#### **Improving Health outcomes for our community**

- Meets practice and competency standards for a registered nurse with post graduate qualifications in the emergency or critical care and/or other relevant post graduate training required for safe and effective clinical practice, leadership and management in/of First Response services

- Practises in accordance with the profession's code of ethics.
- Contribute to achieving clinical outcomes and service delivery by the performance of clinical duties
- Liaise with and support internal and external provides as relevant to services provided
- Identification, implementation and/or coordination of quality improvement activities
- Ensures services comply with relevant legislation, industrial agreements and quality and safety standards
- Provides oversight of the day to day operational management and governance within services responsible for
- Meets annual service targets relevant to first response services and/or as agreed
- Acts in higher duties as and when required including
  - Grade 5 Nursing Coordinator in the absence of the rostered Operational Director or Hospital Coordinator. Refer Schedule 1: The Specific Responsibilities of a temporary / acting Hospital Coordinator
  - Leave relief roster for Clinical Services Operational Directors

### **Promoting and supporting wellness in ageing**

- Responds to consumer feedback following due process and in a timely manner with the goal to minimise the incidence of patient and family complaints
- Facilitates a cultures that supports open disclosure and transparency
- Facilitates a culture of service that promotes inclusion, person centred care and self determination
- Facilitates a culture of safety, evidence based practice and professional practice advancement
- Contributes to service planning and evaluation
- Facilitates, promotes participation in and actions recommendations from unit, divisional and organisational communication strategies including attendance of regular staff, consumer and service rounding; the facilitation of regular unit meetings; participation in staff and consumer forums.
- Demonstrates personal commitment to a culture of hardwiring excellence by role modelling behaviours and ensuring service compliance with agreed code of conduct and workplace tactics that reflect and support organisational values

### **Delivering high quality healthcare that is efficient, safe and sustainable**

- Delivers services within allocated budget and advocates for models of care that continually improves service access, service integration and service responsiveness in a fiscally and environmentally sustainable manner.
- Monitors budget and related funding targets to identify and implement corrective actions where necessary
- Complies with monthly accountability reports and meeting requirements
- Develops, maintains and monitors unit based risk register
- Develops, monitors and provides progress reports for the annual unit and relevant organisational based operational goals including but not limited providing service progress reports for the annual quality of care report.

- Responds to, investigates and actions recommendations for 100% of unit based incident reports in a timely manner.
- Escalates concerns and/or issues in a timely manner
- Manages supplies and resources in a sustainable and efficient manner

### **Developing and supporting an engaged and highly capable workforce**

- Provides leadership aligned to the values of Benalla Health
- Fosters a team culture that is inclusive and respectful of difference
- Manages recruitment and retention strategies relevant to services responsible for
- Monitors and maintains staff compliance with mandatory and required training, completion of annual staff appraisal, development and monitoring of performance improvement plans and where required grievance procedures.
- Develops, monitors and manages staff rosters including facilitation of appropriate skill mix and staffing levels per shift and the management of planned and unplanned leave relevant to legislative requirements and according to the organisations rostering rules.
- Facilitates and provides oversight for safe, effective and consistent services by ensuring the scope of practice aligns with the service capability framework and that the scope of practice is reflective of appropriate credentialing, current evidence for practice and is practice supported by relevant guiding documents.

### **Encouraging, enabling and building on innovations in healthcare systems and practice.**

- Attends and participates in and/or leads (as required) Benalla Health governance committees
- Attends and participates in Nursing and other organisational leadership meetings
- Develops and maintains partnerships to support and build service capacity
- Contributes to the development, review and update of guiding documents
- Implements and manages change and innovation and ensures any change in practice is evidence based and evaluated
- Monitors and analyses service data and reports service delivery and outcomes.
- Leads / participates in projects to review and/or advance service delivery.
- Complies with organisational, departmental and/or commonwealth audit schedule and quality reporting requirements
- Networks within and beyond the organisation.
- Monitors trends in service outcomes and improvements benchmarked against outcomes achieved by other equitable services
- As appropriate, participates in and/or facilitates research relevant to advancing the scope of practice and service provision
- Actively manages gaps and /or opportunities for growth in service provision.
- Develops funding and program submissions in collaboration with Operational Director Continuum of Care.

## **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> ...../...../.....

**CREATED:** January 2013  
**REVISED:** Executive Director of Clinical Services February 2019.

## **Schedule 1: Responsibilities of a temporary/acting Hospital Coordinator (otherwise known as the Nursing Coordinator)**

### *The specific responsibilities of the hospital 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 hour's 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.*



# Benalla Health

## Aligning behaviours to our Values and Code of Conduct

Compassion	Empathy	Accountability	Respect	Excellence
<b><i>In our team we ...</i></b>				
<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>
<b><i>In our team we do not ...</i></b>				
<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>
<b><i>Our standard is what we choose to walk past ...</i></b>				

