

Position Description – Nurse Unit Manager Acute & Urgent Care

Position	Nurse Unit Manager- Acute and Urgent Care Warracknabeal Campus
Classification	Nurse Manager 3- NM11
Award	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Reports to	Executive Manager Clinical Services
Direct reports	Clinical team working in the department or unit
Key relationships	Executive team members, all team members, Rostering Officer, consumers and their chosen supports, community members, General Practitioners, Allied Health Professionals, Pharmacists, Board of Management, Ambulance Victoria, GRHA, Information Technology
Hours of Work	As per individual contract of employment in line with rosters or hours of operation

About Rural Northwest Health:

Rural Northwest Health employs 290 team members across the campuses of Warracknabeal, Beulah and Hopetoun. The organisation has a total of 90 residential aged care (RAC) beds, including 15 in the award-winning memory support unit, 16 acute beds and all three centres have a broad range of community health services keeping our community well at home. The population of the communities served by Rural Northwest Health is about 5000 people within the Yarriambiack Shire.

Rural Northwest Health is committed to achieving optimal health and wellbeing outcomes for all residing in the Wimmera Mallee community. We believe that our clients and residents are entitled to quality health care that respects their dignity, beliefs and rights regardless of their cultural, spiritual or socio-economic background.

We have two significant strategic areas which are:

- Build business capability.
- Respond bravely and innovatively to opportunities that improve local health outcomes.

Position summary:

The Nurse Unit Manager is responsible for leading the health care team to provide safe and high-quality evidence based clinical care for consumers. The Nurse Unit Manager leads by example with well developed professional, clinical and people management skills, achieving results through collaboration, encouragement, support and information and knowledge sharing.

The Nurse Unit Manager is responsible for the operational effectiveness of the designated unit, including the day to day management of the clinical area, rosters, quality and safety for all, effective utilisation of resources, equipment and facilities and performance development and management of the clinical team.

Key responsibilities:

- Lead, manage, direct and support the clinical team to ensure that care is delivered with a team member's scope of practice, is evidence based and is safe and high quality in line with policies and procedures.
- Develop collaborative relationships with consumers, their families, chosen carers and members of the health care team that enables delivery of quality consumer centred care.

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- Monitor and update policies, procedures and processes to ensure that they are effective, relevant and compliant and supported by evidence based practice.
- Promote a continuous improvement approach with the team, encouraging collaboration, professional development and contributions from all, to optimise consumer care and service delivery.
- Utilise well developed communication skills to provide an approachable, connected manner that optimises conversations, information sharing and feedback opportunities with consumers, team members and the extended health care team.
- Demonstrate financial accountability within both financial delegations and management of departmental budgets in collaboration with the Executive Manager of Clinical Services.
- Mutually plan and set KPI's for the role with the Executive Manager of Clinical Services and ensure targets are met.
- Coordinates weekly multidisciplinary team meetings.

Key position accountabilities:

Leadership and governance:

- Collaborate effectively with all team members and promote positive communication and relationships.
- Effective prioritisation of projects and meeting of timelines.
- Participate in meetings and working parties as designated and actively contribute to the objectives and goals of the organisation.
- Maintain work practices within framework established by legislation, national and state policy.
- Understand, comply with and adhere to Rural Northwest Health guidelines, principles, policies and procedures.
- Demonstrate clinical leadership and guidance in the development and review of Rural Northwest Health policies and procedures.
- Instigate and conduct clinical and professional development coaching as it applies to the professional development of the team.
- Conduct and complete an annual professional development plan, and apply the same principles to the acute team.
- Responsible for the ongoing BOSSnet Electronic Medical Record system.
- Provides leadership and support to Nurse Practitioner and RIPERN.
- Ensures all acute unit team members have completed a personal professional development plan on an annual basis.

Quality & Improvement:

- Takes pride in a personal presentation.
- Works consistently in line with policies, practice standards and work plans.
- Maintains quality of own work.
- Asks for help and guidance when tasks are outside experience and competence.
- Supports others to achieve team goals.
- Makes changes in own work practice and offers suggestions to improve services and care.
- Understands and acts according to role to achieve the National Standards.
- In collaboration with GRHA and the Administrative/Medical Records team, continue the development and implementation of the BOSSnet Electronic Medical Record system. This includes representing Rural Northwest Health at implementation workshops and being involved in region-wide BOSSnet project meetings. A critical component of this large region-wide project is to disseminate the project.

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developments to the local key stakeholders, which are not limited to the Executive Team, the Acute Nursing team (at both Warracknabeal and Hopetoun) and the medical team at both campuses.

- In collaboration with the Medical Records Manager/Administration Team Leader, identify and manage all clinical risks associated with the BOSSnet project, including managing pathology and radiology exceptions.
- Continue to be the clinical leader for Rural Northwest Health for the implementation and ongoing use of the national My Health Record.
- Responsible for monitoring Urgent Care data.

Health and Safety:

- Acts in a way that maintains health and safety for self and others.
- Adheres to safe work practices relevant to context.
- Guides, monitors and maintains health and safety for others.
- Promptly reports issues that might put self or others at risk, incidents & near misses and responds appropriately to risks and reports from others.
- Cares for others by speaking in a courteous and respectful manner at all times.
- Knows what to do in an emergency relevant to role.

Personal and professional development:

- Commitment to and willingness to participate in continuing training and education related to area of employment and contributes to the development of learners and other team members.
- Maintains practice within framework established by legislation, national and state policy.
- Completes mandatory education requirements for the role.
- Recognises areas of strength and areas for development.
- Takes part in personal development plans with manager &/or educator.
- Complete and attend all education and briefing sessions that pertain to the BOSSnet project and the implementation of My Health Record.

Information management:

- Communicates accurate and relevant information to appropriate people and in line with role and organisational policy.
- Uses social media responsibly and respectfully at all times.
- Comply with legislative requirements related to documentation and information pertaining to consumers, team members and the operations of all Rural Northwest Health facilities.
- Utilises information technology as appropriate in the performance of the role.

Key selection criteria:

1. Demonstrated competence in leading and managing a team to deliver services that ensures safe consumer centered care.
2. Knowledge of key guidelines and frameworks relevant to the role, including but not limited to Safe Patient Care Act, Code Grey requirements, National Safety and Quality Health Service Standards.
3. Demonstrated commitment to quality improvement and evidence based practice.
4. Demonstrated ability to maintain a high level of confidentiality and discretion.
5. Demonstrated ability to develop and manage rosters and workforce needs, with the ability to utilise software to manage schedules, team member leave requests and sign off timecards.
6. Excellent interpersonal skills and the ability to build relationships with stakeholders including team members, consumers, and the multidisciplinary health team.

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7. Excellent written and verbal communication skills.
8. Proven ability to be adaptable to various competing demands.
9. Demonstrated proactive approach to problem solving with strong decision making capability.
10. Relevant post graduate training or education in aged care, acute medical or emergency nursing.
11. Relevant post graduate education in leadership and management or plans to undertake same.

Certificates, licenses and registrations:

- Registered Nurse with APHRA.
- Satisfactory current employee Police Check (dated within 12 months of commencement date).
- Current employee Working with Children Check.
- Current Drivers License.

Other requirements:

- Must provide current evidence of immunisation history and/or serology results.

Employee declaration

I declare that I understand the position description and the requirements of this position. I declare that I have the capabilities to fulfil the key responsibility areas of this position.

I understand that the information provided in this document is a general outline and does not encompass all aspects of the position.

Team member signature _____

Team member name (please print) _____ **Date** ____/____/____

