



POSITION DESCRIPTION

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| Position Title: | Nurse Manager 3 (was NUM) |
| Commencement / Last Date Reviewed: | May 2019 |
| Reviewed By: | Operational Director - Medical, Speciality & Sub-Acute |
| EBA: | Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 - 2020 |

ORGANISATIONAL STRUCTURE

| Role / Team | Area | Direct Reports |
|-------------------------------|--|--|
| Medical/ Paediatrics Services | Nursing | ANUMs Nursing staff- Medical Nursing staff- Paediatrics Ward Clerks |
| EBA Classification | Reports To | Professional Accountability |
| NM11 | Operational Director Medical, Specialities Services | NHW |

OUR VISION

To Be Recognised Leaders In Rural Health Care

OUR VALUES

CARING

EXCELLENCE

RESPECT

INTEGRITY

FAIRNESS

POSITION PURPOSE

The primary role of the Medical/ Paediatrics Unit Manager is to provide clinical leadership, operational management and strategic direction for the Medical and Paediatric Units.

The Medical / Paediatrics Unit Manager will ensure the delivery of a cost effective service focused on high quality patient outcomes and excellence in the provision of Medical and Paediatric services.



RESPONSIBILITIES AND MEASURES OF SUCCESS IN THE ROLE

The following table breaks down the key performance areas of responsibility for the incumbent. Measurements for performance areas will be agreed to with the Reporting Manager

| PERFORMANCE AREA | RESPONSIBILITY |
|-------------------------|--|
| Core Role | <ul style="list-style-type: none"> • The Medical /Paediatrics Unit Manager will function in accordance with legislation, conducting practice within a professional and ethical framework to deliver evidence based care that protects the rights of individuals and groups. • Fulfil the responsibilities of this role in accordance with Northeast Health Wangaratta values and behavioural outcomes. • Ensures safe practice and good clinical outcomes for patients based on currently available best practice and standards. • Accountable for leading and supporting the integration of the Studer principles and practices into the model of care. • Accountable for the financial management of the designated cost centre/s in line with agreed budgetary parameters, level of delegation and the organisation's / Nursing performance measures. • Provide monthly reports on budget performance against annual operational plan. • Participate in the development of innovative models of care through Central Hume partnerships and relationships. • Communicates a clear direction for the services aligned with the organisation's strategic plan. • Foster effective working relationships with staff, peers and clinician through effective communication and leadership skills. • Demonstrates ability to initiate and facilitate change management strategies. • Implement the strategic and operational direction of NHW and assist the multi-disciplinary health care team in the management of admissions of patients. • Work collaboratively with the multi-disciplinary health care team to effectively coordinate and manage the patient journey achieving best outcomes. |
| | <ul style="list-style-type: none"> - KPI - To be developed. |
| Human Resources | <ul style="list-style-type: none"> • Manage work practices in accordance with award agreements and entitlements. • Monitor and actively promote the management of leave liabilities. • Manage staff recruitment and retention strategies in accordance with Northeast Health Wangaratta policies and procedures. • Ensure annual performance review of all staff is conducted in accordance with Northeast Health Wangaratta policy. Demonstrate that 100% compliance has been achieved. • Monitor and ensure compliance with mandatory and clinical competency programs with compliance of 100% and 90% respectively. • Ensure performance counselling and discipline is managed within Northeast Health Wangaratta's framework. |
| | <ul style="list-style-type: none"> - KPI - To Be developed |
| Quality and Risk | <ul style="list-style-type: none"> • Directs the focus of the Medical and Paediatric Units towards continuous improvement in service delivery through evidence based practice and the evaluation of changing needs and expectations of customers. • Comply with Northeast Health Wangaratta's risk management and clinical governance policies, procedures and systems. • Identify clinical risk through incident reporting, analysis and medical record review and actively seek opportunities for improvement. • Develop, lead and monitor the Medical and Paediatric Units service's quality action plan. • Objectively investigate complaints with the aim to achieve early resolution and implementation of strategies to prevent reoccurrence. • Actively participate in the Paediatric Clinical Governance Committee. • Actively participate in the ACHS Evaluation and Quality Improvement Program and preparation for organisational accreditation surveys. • Demonstrates effective computer literacy skills i.e. word, spreadsheets, financial reporting. |



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|---|--|
| | KPI To be developed. |
| Development and Education | <ul style="list-style-type: none"> • Foster continuing education and personal development by facilitating and encouraging staff participation in relevant education programs and tertiary study. • Actively manage the performance appraisal / development plan and mandatory training for all staff area of responsibility. • Takes responsibility for own professional development. • Support succession planning for staff across the service and organisation. |
| Employee Obligations, Safety & OHS | <ul style="list-style-type: none"> - Participate in the development of a safe and healthy workplace. - Comply with instructions given for own safety and health and that of others, in adhering to safe work procedures. - Co-operate with management in its fulfilment of its legislative obligations. - Take reasonable care to ensure own safety and health and that of others, and to abide by their duty of care provided for in the legislation. - To report any injury, hazard or illness immediately, where practical to their supervisor. - Not place others at risk by any act or omission. - Not wilfully or recklessly interfere with safety equipment. |
| | KPI <ul style="list-style-type: none"> - Completes all mandatory competency training as required by NHW - Utilise Riskman in the recording of incidents and near misses in accordance with NHW policy |

WORKING RELATIONSHIPS

INTERNAL

- Director People & Culture
- Department Heads
- NHW Staff Members

EXTERNAL

- Patients, Family members and visitors
- Other Health Services in North East Victoria

KEY SELECTION CRITERIA

Essential

- Hold current registration as a Registered Nurse / Midwife with the Nursing and Midwifery Board of Australia / AHPRA.
- A minimum of five years post registration experience in acute services
- Demonstrated leadership and management skills
- Highly developed communication / interpersonal, negotiation and conflict resolution skills
- Demonstrated commitment and ability to work in an interdisciplinary team
- Experience with the management of change processes, risk management and quality improvement processes
- Knowledge of contemporary human resource management issues including occupational health and safety, equal employment opportunity and anti-discrimination
- Ability to comply with the "Standards of Behaviors" for this role

Desirable

- Possession of or working towards a post-graduate qualification in management
- Membership of relevant professional organization
- Evidence of prior service delivery planning / research projects

All staff must have and remain current for continued employment the following:

- A current National Police Check (renewed every 3 years)
- A current Working with Children Check (renewed every 5 years)
- Statutory Declaration for applicable workers who have lived overseas



Standards of Behaviour

Above the line
Our staff will always:

Below the line
Our staff will not:

Caring

Show compassion to all people
Demonstrate empathy and understanding
Work as part of the team
Mentor others
Provide encouragement to others
Care for others the way they would like to be cared for themselves

Be disrespectful
Be self-centered
Have inappropriate conversations with others
Display rudeness

Excellence

Commit to the NHW Hardwiring Excellence expectations
Have the courage to question what we do
Persevere to do the best job they can
Strive continuously to improve
Be professional and enthusiastic
Maintain customer focus

Give up
Demonstrate a 'can't-do' attitude
Accept mediocrity
Be unreliable
Pass the buck
Ignore feedback given by patients or colleagues

Respect

Maintain confidentiality and privacy
Listen to others and accept differences
Be punctual
Respond courteously
Greet all people by saying hello, smiling and introducing themselves
Be culturally informed and sensitive
Respect diverse opinions

Be sarcastic
Bully, harass or display aggression
Be judgmental
Withhold information
Contribute to rumours
Leave an untidy workplace

Integrity

Be open and honest
Lead by example
Be responsible and accountable for their own actions
Stand up and take action
Escalate issues or behaviors of concern

Be arrogant
Be dishonest
Be hypocritical
Avoid responsibility
Allow unacceptable behavior

Fairness

Demonstrate consistency
Treat people equally
Be considerate and understanding
Be collaborative and collegiate

Discriminate against others
Demonstrate favoritism and exclusion
Refuse to assist others with their workload

Acknowledged By Employee

Name

Date

Signature