

Position Description

NURSE UNIT MANAGER



Vision: To enrich the health and wellbeing of the community

NAME:	
REPORTS TO	Director of Clinical Services
AREA OF RESPONSIBILITY	The Nurse Unit Manager oversees all aspects of the operation of nursing care within the health service.
ESSENTIAL	<ul style="list-style-type: none"> • Bachelor's Degree in Nursing or equivalent. • Registered or eligible for registration as a Nurse by the Nursing and Midwifery Board of Australia, and hold or be eligible to hold a current practicing certificate, with at least 5 years post registration experience. • Demonstrated competence in the relevant area of nursing practice in accordance with the appropriate standards of practice. • Participative management style. Capacity to lead, foster and develop a working environment which actively promotes a collaborative performance and values based culture. • Effective leadership skills including highly developed skills in communication, problem solving, conflict resolution and negotiation. • Experience in the supervision of student nurses, enrolled nurses and less experienced registered nurses. • Ability to work effectively within a multidisciplinary team. • Ability to prioritise workload and meet set timelines. • Ability to be creative, innovative and flexible when approaching issues within the healthcare setting. • Knowledge of Quality Improvement / Accreditation systems as applied to acute and residential aged care settings. • Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards. • Knowledge of contemporary professional nursing and health care issues. • Understanding rostering principles and relevant EBA provisions.
DESIRABLE	<ul style="list-style-type: none"> • Postgraduate qualifications or experience in acute care, management and/or gerontology nursing. • Innovative skills in program delivery, particularly in relation to clinical services in a rural environment. • Experience of financial management including budgetary control. • Experience of leading a team and managing people effectively to achieve required outcomes and results. • Demonstrated ability in the facilitation of change management. • Demonstrated ability to foster a workplace environment that develops staff potential. • Kronos rostering experience.
SAFETY AND QUALITY	The Nurse Unit Manager has a responsibility to ensure the safety and quality of care to all Boort District Health (BDH) clients, residents, patients, staff, visitors, contractors, agency staff, students and volunteers. In supporting the implementation of the Clinical Governance Framework across the organisation the Nurse Unit Manager will clearly articulate this

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	by modelling behaviour that supports the organisations commitment to safety and quality and person centred care.
CLASSIFICATION	NUM Year 1-3. All employment conditions will be in accordance with the Nurses and Midwives (Victorian Public Sector)(Single Interest Employers) Enterprise Agreement 2016 - 2020
HOURS OF WORK	As per contract - Full time

CORE VALUES	<p>Impartiality <i>All decisions will be made objectively considering all relevant and known facts</i> <i>All people will be treated equally and fairly, recognising individual abilities</i> <i>Client focus</i> <i>Be an advocate for our clients</i> <i>All information related to persons and BDH will be treated as confidential</i> <i>Demonstrates personal standards of consistency, tolerance and patience</i></p> <p>Accountability <i>Carryout work practices in a responsible and ethical manner</i> <i>Actively support and communicate with members of the team</i> <i>Share knowledge and achievements</i> <i>Actively encourage a workplace free from bullying, harassment and discrimination</i> <i>Promote a culture of learning; encourage innovation in the workplace</i> <i>Monitors the impact of one's own behaviour on others</i> <i>Shows excellence in best practice and adheres to BDH policies and procedures</i> <i>Works with a team focus</i></p> <p>Integrity <i>Maintain a sense of humour, warmth and tolerance and is truthful</i> <i>Perform work in a courteous, efficient and professional manner</i> <i>Respect, support and value work colleagues</i> <i>Recognise and support other people's differences</i> <i>Supports a "no blame" culture in reporting incidents and helping to resolve them</i></p>
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KEY SELECTION CRITERIA	<p>KSC 1 Clinical leadership qualities and the skills to lead and manage a team.</p> <p>KSC 2. Ability to set goals and standards and regularly meet with staff to set goals for ongoing improvement.</p> <p>KSC 3. Oversee and manage the budget, including rosters, supplies and other expenses.</p> <p>KSC 4. Provision of mentoring role for nurses and personal care workers.</p> <p>KSC. 5 High level communication, written and verbal skills and proven ability to be able to liaise and work in a multidisciplinary team.</p> <p>KSC 6. Thorough knowledge and experience in quality improvement processes and understanding of the National Safety and Quality Health Service Standards (NSQHS) and Australian Aged Care Quality Agency (AACQA) Aged Care Accreditation Standards.</p> <p>KSC 7. Responsibility for staffing, employee satisfaction, safety and quality and customer satisfaction.</p> <p>KSC 8. Commitment to ongoing professional development.</p>
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SPECIFIC FUNCTIONS AND REPSONSIBILITIES	
Key Responsibility Area 1	DESCRIPTION
<p>Personal & Professional Development</p> <p><i>Demonstrated experience and understanding of the need for continuation of both personal & professional development.</i></p>	<ul style="list-style-type: none"> • Foster and develop a working environment which actively promotes a high performing culture which includes a sound value of trust and respect for consumers, carers and other stakeholders. • Sets and models high standards of performance for self and others. • Undertakes annual formal performance appraisals with staff and set clear objectives for future development. Delegate staff performance appraisals to ANUM group where appropriate. Seek and provide informal feedback to staff on a regular basis. • Maintains currency with clinical issues by engaging in ongoing clinical and managerial professional development. • Comply with the Australian Nursing Council's Code of Ethics and all related professional standards • Identify continuing education requirements for nursing and personal care workers and assist with the development and implementation of the training plan and calendar for all clinical services. • Ensure nursing staff and personal care workers are equipped with the necessary skills and knowledge by participating in relevant professional development opportunities.

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Key Responsibility Area 2	DESCRIPTION
<p style="text-align: center;">Customer Service</p> <p style="text-align: center;"><i>Evidence of positive feedback and consumer satisfaction.</i></p>	<ul style="list-style-type: none"> • Foster a culture of clinical excellence that is based on person centred care, collaboratively working with staff to focus on the quality and safety of services at BDH. • Coordinate and oversee nursing care and health service delivery. Undertake a combination of patient/resident care, clinical leadership and resource management. • Provides direct line report and maintains cooperative and productive working relationships within all members of the health care team • Provide leadership for meeting Residential Aged Care and National Safety and Quality Health Service Standards (NSQHS) by ensuring compliance with all standards, occupational health and safety legislation, BDH policies and procedures. • Effectively communicate with stakeholders in a sensitive and professional manner. • Convey the broad strategies and objectives of BDH through participation in community forums. • Analyse and utilise customer feedback to improve clinical services. • Consistently ensure that confidentiality is maintained on all issues relating to the organisation, residents/patients and colleagues. • Ensure patients/residents and carers are educated, in recognition of their health needs, encourage self-care, and maintenance of independence. • Ensure that residential aged care provides a homely living environment, enables a range of choices and promotes independence, all within the context of respect for the rights of the residents. • Demonstrated commitment to diversity and inclusion.
Key Responsibility Area 3	DESCRIPTION
<p style="text-align: center;">Administration & Documentation</p> <p style="text-align: center;"><i>Through the use of BDH processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</i></p> <p style="text-align: center;"><i>Department is managed within budget</i></p>	<ul style="list-style-type: none"> • Seek opportunities for BDH to provide health promoting activities and be proactive in engaging the community in management of chronic disease. • Coordinate the effective discharge planning process where appropriate, to ensure continuation of quality care and services. • Ensure a comprehensive assessment is made of each patient/resident admitted to BDH, including the identification of that person's physical, and psycho social needs / problems. • Ensure individual care plans / clinical paths are prepared for all patients/residents, in consultation with the patient, and carers and other health professionals. • Ensure that appropriate care records are maintained for each resident, and accurate documentation of relevant data is compiled in accordance with all relevant funding requirements. • Ensure an efficient and safe BDH staffing profile is maintained by the management of rostering and delegation of staff. • Implement and actively monitor sustainable approaches to budget and financial management such that agreed targets are met.

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Key Responsibility Area 4	DESCRIPTION
<p>Technical Skills and Application</p> <p><i>Demonstrated knowledge and application of the skills required for this position.</i></p> <p><i>This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.</i></p>	<ul style="list-style-type: none"> • Ensure that services are delivered within the budgetary framework. • Maintain a detailed understanding of the Aged Care Funding Instrument (ACFI) and oversee the ACFI-related activities to ensure income derived is legitimised and maximised. • Ensure all staff recruitment is within the skill need of BDH, complies with the current budget allocation and meets the requirements of a staffing model as per the relevant EBA. • Remain fully conversant with the Australian Government's Residential Aged Care Standards, and ensure that all aspects of the aged care operations comply with those standards. • Responsible for cost-effective procurement of consumable supplies, ensuring that such purchases are checked for quantity, quality and cost, comply with Health Purchasing Victoria (HPV) standards, are stored safely and securely, and are used wisely. • Manage BDH acute, urgent care services and residential aged care, ensuring all appropriate equipment is operational. • Utilise available information systems to inform decision making, evaluate outcomes and convey information to staff.
Key Responsibility Area 5	DESCRIPTION
<p>Teamwork & Communication</p> <p><i>Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of BDH.</i></p>	<ul style="list-style-type: none"> • Clearly and confidently communicate. • Foster a fair workplace environment that develops staff potential. • Organise team meetings or forums to promote and maintain effective communication, and encourage staff input into BDH decision-making. • Facilitate person centred care, promote and maintain effective communication with all relatives, staff, medical and allied health personnel, volunteers and any other persons who may be involved with patients for the purpose of improving their general well-being. • Coordinate and oversee nursing care and health service delivery and assist staff where necessary in the performance of their duties. • Undertake a combination of patient/resident care, leadership and resource management. • Promote professional, respectful conduct at all times to ensure harmonious working relationships are maintained. • May be required to assume the role and responsibilities of the Director of Clinical Services in their absence.
Key Responsibility Area 6	DESCRIPTION
<p>Quality / Safety and Risk Management</p> <p><i>Commitment to ensuring quality services are delivered to both internal & external clients through the</i></p>	<ul style="list-style-type: none"> • Actively work with clinical staff to focus on the quality and safety of our services. • Demonstrated knowledge and experience of the key concepts of continuous quality management in the areas of the National Safety and Quality Health Service Standards (NSQHS) and Australian Aged Care Quality Agency (AACQA) Aged Care Accreditation Standards. • Actively participate in quality improvement activities.

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<p><i>quality, safety and risk management system.</i></p> <p><i>Act in accordance with all relevant external legislation and internal BDH policies and procedures that relate to this position and the organisation.</i></p>	<ul style="list-style-type: none"> • Attend and actively participate in various forums, including staff meetings and professional development programs. • Ensuring compliance is maintained with all standards, occupational health and safety legislation, BDH policies and procedures. • Maintain contemporaneous knowledge of relevant legislation. • Coordinate the development and ongoing review of clinical policies and procedures for acute and aged care services, ensuring that review timeframes are adhered to.
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Performance Indicators

The Nurse Unit Manager will be monitored against the following indicators:

1. Evidence that comprehensive nursing care is consistent and delivered within safety and quality expectations.
2. Lead safety and quality improvements across clinical areas.
3. Lead, direct and coordinate resident and patient care.
4. Manage the business processes of the clinical area.
5. Facilitate collaborative team work in the delivery of person centred care.
6. Use resident, patient and carer feedback in the delivery of person centred care.
7. Establish and maintain the use of evidence based practice in the delivery of nursing care.

Actively participates in role modelling above/below the line behaviours supporting the team to bring behaviours above the line.

Principle/Value	Associated Behaviours
Services are client focused	<ul style="list-style-type: none"> • Having the courage to question what we do • Determined to do the best job you can • Striving continuously to innovate and improve • Being professionally and enthusiastic • Maintaining client focus
Through impartiality, the rights and choices of people are respected	<ul style="list-style-type: none"> • Showing compassion to all • Demonstrating empathy and understanding at all times • Working as a team and mentoring others • Providing encouragement to others
Accountability is demonstrated through our actions	<ul style="list-style-type: none"> • Maintaining confidentiality and privacy at all times • Listening to others and accepting differences • Being punctual • Responding courteously • Greeting all people by saying hello, smiling, introducing yourself, being culturally sensitive • Demonstrating consistency in decision making • Treating people equally being considerate and understanding • Being collaborative and collegiate
Care and services delivered in a manner which demonstrates integrity	<ul style="list-style-type: none"> • Being honest • Leading by example • Being responsible and accountable for your own actions

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PERFORMANCE REVIEW

A performance development and review process will be carried out three months after commencement, and on an informal basis and thereafter on a formal annual basis.

I acknowledge that I have received a copy of this position description. I have read (or had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Nurse Unit Manager:Date:.....

Director of Clinical Services:Date :.....

Reviewed: July 2017