



## **Nurse Unit Manager Full Time**

The Nurse Unit Manager is responsible for the provision of high quality, individualised care through modelling the Heywood Rural Health values, effective leadership, management of staff and other resources, and the development of cooperative professional relationships.

The role also involves the coordination and management of the daily activity of the clinical areas (UCC, Acute and RAC), bed utilisation, budget, facilities and equipment, staff performance management, staff development and management of portfolios.

The Nurse Unit Manager mentors and provides a role model to facilitate the development of clinical and management skills in all staff placed under their responsibility.

The role will facilitate and perform nursing interventions in accordance with the standards prescribed by (as appropriate) the Nursing and Midwifery Board of Australia Codes and Guidelines, Heywood Rural Health Policies and Procedures within Prompt and ensure staff adhere to the same standards.

### **Key Selection Criteria (Essential):**

- Demonstrated experience in a leadership role
- Experience with change management strategies
- Sound understanding of the Aged Care Quality Standards, National Safety and Quality in Health Service Standards, quality systems and continuous improvement models
- Knowledge and experience of the Accreditation process
- Ability to create and maintain a positive workplace culture, to negotiate resolutions and manage conflict.
- Sound understanding of the Aged Care Funding Instrument (ACFI) reporting systems

### **Desirable Selection Criteria:**

- Demonstrated ability to evaluate clinical services
- Post Graduate qualifications in a relevant area of nursing or management (or working towards) relevant work experience or combination of study and work experience
- IT skills with regard to all electronic programs used within HRH

For further enquiries please email [claire.mcgregor@heywoodruralhealth.vic.gov.au](mailto:claire.mcgregor@heywoodruralhealth.vic.gov.au)

Applications including a Letter addressing the key selection criteria is to be addressed to:

People and Culture Facilitator

Heywood Rural Health

[hr@heywoodruralhealth.vic.gov.au](mailto:hr@heywoodruralhealth.vic.gov.au)

PO BOX 159

Heywood, VIC 3304

**Applications close COB 5<sup>th</sup> April 2021**

***“Committed to the health and wellbeing of our community”***



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<b>Position:</b>	Nurse Unit Manager
<b>Reports To:</b>	Director of Clinical Services
<b>Award:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016-2020 (under review for Oct 2020-2024)
<b>Minimum Qualifications:</b>	Current Registered Nurse Registration with the Australian Health Practitioner Regulation Agency (AHPRA)  Post graduate Qualifications in Remote and Isolated Nursing, gerontology, management or studying towards is desirable  Holds current Advanced Life Support Certification or equivalent  Good understanding of the ACFI funding tool is desirable

## **Our Vision**

Heywood Rural Health is committed to the health and wellbeing of our community.

## **Our Values**

### *Respect*

- We make mutual respect the basis of all interactions
- We respect diversity and respect the dignity of each person
- We embrace the differences in people and perspectives

### *Responsiveness*

- We take actions and opportunities to create results
- We provide services that are person centred and focused on outcomes
- We keep our commitments and promises

### *Care*

- We care about the people and the community within which we work and live
- We care about our colleagues and ourselves
- We support people to develop and build on their strengths

### *Integrity*

- We uphold our professional ethic at all times
- We are honest and fulfil our commitments
- We are accountable for our actions

## **POSITION OVERVIEW**

The Nurse Unit Manager is responsible for the provision of high quality, individualised care through modelling the Heywood Rural Health values, effective leadership, management of staff and other resources, and the development of cooperative professional relationships.

The role also involves the coordination and management of the daily activity of the clinical areas (UCC, Acute and Residential Aged Care), bed utilisation, budget, facilities and equipment, staff performance management, staff development and management of portfolios.

The Nurse Unit Manager mentors and provides a role model to facilitate the development of clinical and management skills in all staff placed under their responsibility.

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## **DUTIES AND RESPONSIBILITIES**

### **LEADERSHIP AND GOVERNANCE**

- Provide, promote and lead a model of individualised patient/resident care in line with the Vision, and Values of Heywood Rural Health.
- Lead, direct and coordinate patient/resident care utilising a multidisciplinary team approach and direct involvement of residents and their families
- Identify areas of continuous improvement and change and implement those strategies which aim to meet the desired change in practice
- Lead, participate and contribute to internal meetings as relevant or requested by the Director of Clinical Services
- Participate in the management of the waiting list for respite and permanent care. Monitor new admissions to residential aged care with regard to ability to provide care required
- Ensure that rosters are developed which provide an appropriate number and skill mix of staff within agreed profiles to deliver safe care
- Encourage staff to maintain a professional portfolio; and in line with organisational systems, ensure that new policies and procedures are implemented and complied with
- Ensure that expected standards of care are communicated clearly to staff.
- Provide support to the Director of Clinical Services
- Work collaboratively with Visiting Medical staff providing resident/client feedback in a timely manner

### **QUALITY IMPROVEMENT, SAFETY and RISK MANAGEMENT**

- Ensure the provision of an appropriate, efficient and safe standard of care
- Ensure that staff comply with the requirement to report all clinical incidents through Riskman
- Facilitate a standardised approach to clinical handover, which supports safe care
- Liaise with Quality and Risk Manager to ensure that complaints are managed in a timely manner and feedback provided to residents and carers
- Actively supports quality improvement in an environment that fosters and delivers high quality, individualised patient/resident care outcomes
- Actively manage risks to optimise safe care delivery
- Foster a culture whereby all staff take responsibility to ensure the environment is safe
- Ensure there are procedures in place that ensures all clinicians are aware of and comply with the infection control policies including hand hygiene requirements
- Participate in the development of innovative contemporary policies and procedures relating to documentation and safe provision of care
- Make informed decisions about practice improvement through regular quality reviews and audits, ensuring regular feedback to staff at ward/unit meetings

### **DEVELOPING OUR PEOPLE**

- Be involved in the selection and recruitment of clinical/care staff, utilising knowledge of terms and conditions of employment in accordance with Awards, Heywood Rural Health policies, and legislative requirements.

- Ensure appropriate orientation to work place for staff on nursing services philosophy and objectives, physical environment, standards and policies.
- Set performance standards, monitor performance, provide feedback and coaching and take corrective action through conducting performance reviews for all staff on an annual basis, or more often if required.
- Ensure structures are in place to facilitate the ongoing professional development of self and others to ensure currency of knowledge, skills and competence and ensure mandatory competencies are maintained.
- Facilitate staff's awareness of and access to current policies and procedures
- Maintain work patterns and work structures to optimise beginning practitioners so they are supported and supervised as they develop competence
- Foster a culture that encourages staff to source and utilise information /research to inform clinical practice

## **FINANCIAL SUSTAINABILITY**

- Ensure that all ACFI assessments are optimized and documentation is completed in the required timeframe to ensure that applications are lodged on time to the appropriate authority
- Maximise funding claims through thorough scrutiny and accurate documentation to meet ACFI requirements
- Monitor the residential respite allocation appropriately by thorough assessment of potential people for eligibility, care needs with regard to room availability & staff scope of practice.
- Participate in the selection of new residents with regards to the financial impact to HRH
- Manage services effectively and within the budget allocation.
- Manage staffing profile and rosters to ensure resident safety as well as budgetary constraints and regularity requirements of staff awards.
- Initiate and monitor strategies to effectively manage leave allocation and absenteeism.
- Ensure accuracy of rosters & Pay Global are maintained and changes authorised accordingly
- Ensure alignment of FTE to budget

## **FACILITIES EQUIPMENT and TECHNOLOGY**

- Ensure there is appropriate equipment available for the safe and special care of the residents and that staff are provided with adequate training in the use of such equipment
- Ensure staff are educated in electronic health record program Platinum 5 to be able to maximise outcomes for ACFI submissions.
- Support the implementation of new structures and processes as they relate to electronic documentation both for resident care & ACFI claims
- Work with residents and their families ensuring a safe living environment within their accommodation with regard to furniture and personal items (e.g. gophers) meet OH&S

## **EFFECTIVE RELATIONSHIPS**

- Through the waitlist process, liaise with the Admissions and Home Care Package Coordinator to provide effective use of respite facilities and vacancies within RAC
- Liaise with the ACFI coordinator to ensure effective communication between staff to increase quality of documentation
- Develop and maintain effective relationships within other departments of HRH to ensure safe quality care is provided to patients/residents
- Represent HRH at appropriate external meetings or committees as directed by the Director of Clinical Services.
- Liaise with residents families as required to ensure they are aware of residents care management plans and that they are acceptable to both the resident and family members.
- Convene staff meetings for the purposes of debriefing, exchange of information and review of policies and procedures specific to safe resident care

## **Accountability and Extent of authority**

- Directly accountable to the Director of Clinical Services for the management of patient and resident care, documentation processes and staff management.

- Financial authority as outlined in HRH Instrument of Delegation policy

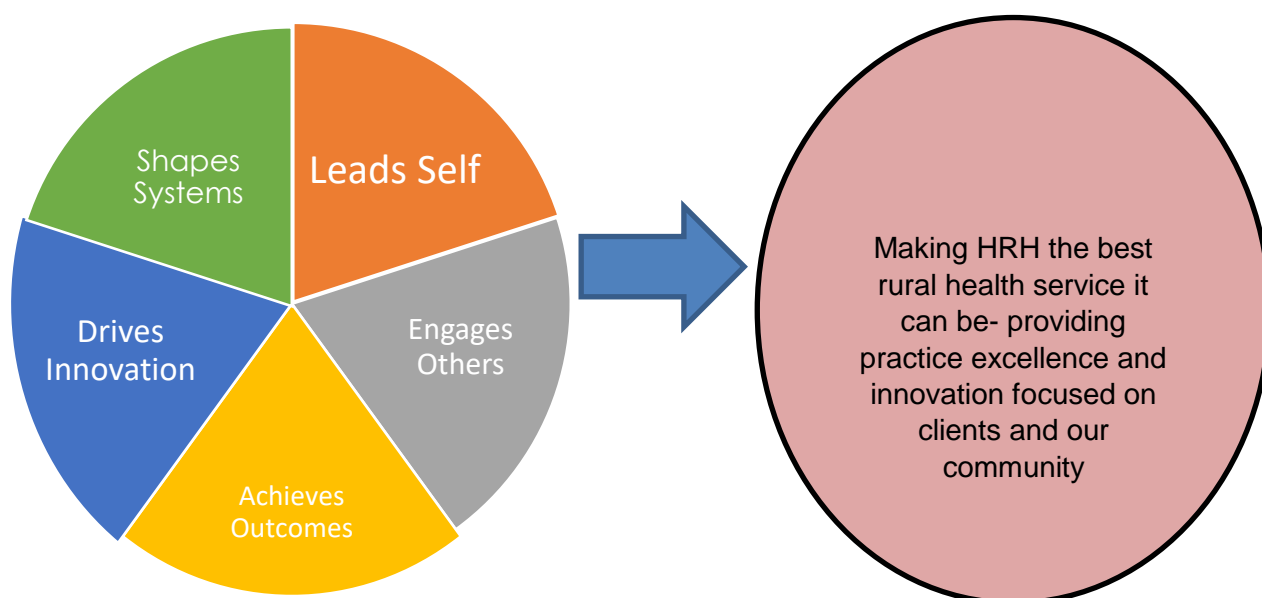
### Judgement and Decision Making

- Responsible for decisions pertaining to: patient/resident care coordination, advocacy on behalf of any patient/resident as required; responsible for day to day management of the UCC/acute/RAC staffing and skills mix and guiding culture within these areas
- Undertaking regular staff performance reviews and where required implement appropriate strategies to improve performance according to the performance management policy

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive. Duties and responsibilities may be reviewed according to service requirements

### KEY ATTRIBUTES

#### Heywood Rural Health Leadership (LEADS) Framework



#### 3.1 (L)eads Self

- Develops and models own leadership style
- Is self-aware
- Seeks out and takes opportunities for professional development
- Is honest and ethical and models integrity, courage and resilience

#### 3.2 (E)ngages Others

- Values diversity and models cultural responsiveness
- Communicates with honesty and respect
- Strengthens consumers, colleagues and others
- Keeps informed of changing political, economic, social and technological context and designs responsive change management strategies
- Prioritises needs of consumers and aims for best outcomes for consumers
- Provides considered responses and clear messages to inspire trust and confidence of others
- Motivates others through personal interactions and mentors development of emerging leaders

### 3.3 (A)chieves Outcomes

- Influences and communicates direction
- Is focussed and goal oriented
- Establishes targets for program areas and encourages strong results
- Evaluates progress and is accountable for results
- Ensures that services are compliant with safety, regulatory requirement and quality standards

### 3.4 (D)rives Innovation

- Champions the need for innovation and improvement
- Builds support for change
- Positively contributes to spreading innovative practice
- Adapts to changing circumstances in the workplace, takes advantage of new and emerging technologies and opportunities

### 3.5 (S)hapes Systems

- Understands and applies systems thinking
- Engages and partners with consumers and communities
- Builds alliances
- Understands how different funding models affect service delivery

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Position Requirements	
A satisfactory National Police Check (no older than 3 months) must be provided prior to commencement at HRH	Required
Evidence of Professional Registration	Required
Evidence of Professional Qualification	Required
Valid Victorian Driver's Licence	Required
Satisfactory Working with Children Check	Required
Undertake health monitoring including immunisation status as per HRH policy (this is mandatory prior to commencement)	Required
Typical Work Schedule	
This position is worked in business hours between Monday and Friday. Availability to work additional hours occasionally is required.	

### Occupational Health and Safety Responsibilities

All Heywood Rural Health employees share responsibility for occupational health and safety, (OH&S) with specific responsibilities and accountabilities allocated to positions within the organisational structure. Any employee who fails to meet their obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including, dismissal.

Employees have a responsibility to comply with all relevant HRH OH&S management system policies, procedures and programs. This includes the HRH Injury Management Program.

Employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved standards and procedures that apply to their activities and check with their Manager when they have any doubts concerning potential hazards.

Employees have a responsibility for:

- Looking after their own health and safety and those of others in the workplace;
- Follow safe work practices and use personal protective equipment as required;
- Participate in OH&S consultation and OH&S training initiatives;
- Report any accidents, incidents, injuries “near misses”, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions;
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities;
- Don’t wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk;
- Performing only those tasks for which they have received appropriate training and instruction;
- Ensuring that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace;
- Participate in emergency evacuation exercises.

**INHERENT PHYSICAL REQUIREMENTS:**

Heywood Rural Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others. The role may require the following tasks among other things:

<b><u>1 Nursing / Patient Care Role</u></b>	<b><u>2. Maintenance/Hotel Services Staff Role</u></b>	<b><u>3 Clerical / Administration Role</u></b>
<ul style="list-style-type: none"> <li>▪ manual handling ( pushing, pulling equipment)</li> <li>▪ general patient handling and clinical nursing duties</li> <li>▪ sitting, standing, bending, reaching, holding</li> <li>▪ pushing pulling trolleys and equipment</li> <li>▪ general clerical, administration work, computer work</li> <li>▪ use of personal protective equipment and handling</li> <li>▪ handling general and infectious waste,</li> <li>▪ <b>shift work in most roles</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ generic maintenance work, working at heights</li> <li>▪ generic out door work / pushing, pulling trolleys</li> <li>▪ sitting, standing, bending, reaching, holding</li> <li>▪ computer work</li> <li>▪ general clerical, computer and some admin work</li> <li>▪ use of personal protective equipment and handling</li> <li>▪ handling general and or infectious waste,</li> <li>▪ <b>shift work in some roles</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ sitting, standing, bending, reaching, holding</li> <li>▪ computer work, data entry</li> <li>▪ general clerical at varying levels ,</li> <li>▪ use of personal protective equipment</li> <li>▪ handling general waste</li> <li>▪ pushing and pulling trolleys / filing,</li> <li>▪ <b>shift work in some roles</b></li> </ul>

**Note to all employees**

- You must work within the policies, procedures and guidelines of HRH
- You must demonstrate respect for individual’s values, customs and spiritual beliefs to ensure patient / resident care is effective and culturally appropriate
- You must demonstrate commitment to person-centred care and evidence-based best practice standards within scope of practice
- You must participate in the HRH integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities

for continuous improvement in your workplace through communication and consultation with managers and colleagues.

- You must ensure that the affairs of HRH, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of HRH.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- A Performance and Development Review will occur 1 month after commencement to review the on-boarding process and identify any immediate training/upskilling requirements. A Performance and Development Review will then be completed at 5 months post commencement to order to set goals for the following twelve months and review performance since commencement. Ongoing Performance and Development Reviews will be conducted annually, taking account of the key roles and responsibilities outlined in this Position Description. In addition to reviewing performance (individual and work team), the annual meeting provides an opportunity to ensure role clarity, revise key performance activities/measure and set development objectives and goals for the year ahead.

<b>APPROVALS</b>	<b>Name</b>	<b>Signature</b>	<b>Date</b>
<b>Manager:</b>			
<b>Employee:</b>			