Position description
Nurse Unit Manager

Position
Nurse Unit Manager

Classification
Registered Nurse, NUM

Award
Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2012-2016

Reports to
Campus Manager Acute/Aged/Hopetoun (depending on location)

Direct reports
Clinical team working in the department or unit

Key relationships
Executive team members, all team members, residents/clients and community members, General Practitioners, Allied Health Professionals, Board of Management, Ambulance Victoria

Hours of Work
As per individual contract of employment in line with rosters or hours of operation

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 residents or clients in accordance with the care plan developed in collaboration with the resident or client, their medical officer and other members of the health care team.

Key responsibilities
1. Lead, manage, direct and support the care 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 protocols.
2. Develop and maintain effective relationships with residents or clients, their families or carers and members of the health care team.
3. For further key responsibilities of this position refer to allocated duty list and procedures for daily duties.

Key position accountabilities
Accreditation and governance
1. Maintain practice within framework established by legislation, national and state policy.
2. Understand, comply with and adhere to Rural Northwest Health guidelines, principles, policies and protocols.
3. Understand, comply with and adhere to Rural Northwest Health OH&S policies and work practices.
4. Ensure compliance with the National, Community Care and Aged Care Standards and achievement of accreditation.
5. Participate and provide support in accreditation and national standards activities as directed.
6. Contribute to the success of Rural Northwest Health as a leading health provider.
7. Communicate with all team members every working day to achieve the vision and mission and strategic goals of the organisation.
8. Support a culture of performance improvement and evaluation.
9. Effective prioritisation of projects and meeting of timelines.
Safe practice and environment
1. Contribute to workplace safety and reduction of workplace injuries.
2. Ensure team members, clients, patients, residents and visitors are safe and accurately report any incidents, hazards and near misses in a timely and professional manner.
3. Respond, relay and demonstrate information regarding emergency codes and support team members to respond appropriately to codes in the event of fire or other emergency.
4. Responsible for the safe management of equipment – this includes using equipment within standard operating guidelines, conducting appropriate preventative maintenance and not using unsafe equipment.

Personal and professional development
1. Recognise and seek assistance from other relevant team members when tasks fall outside of ability or area of responsibility.
2. Where issues are unclear or beyond own abilities and qualifications seek assistance and clarification.
3. Demonstrate an ongoing commitment to personal and professional development.
4. Participate in essential or mandatory training annually.

Information management
1. Comply with and maintain all privacy legislation requirements and Rural Northwest Health confidentiality statements when communicating information pertaining to residents, team members and the operations of any Rural Northwest Health facilities.
2. Comply with medico-legal, professional and Rural Northwest Health standards regarding client and resident documentation.
3. Be aware of and adhere to all policy and protocol requirements in relation to fraud prevention, detection and reporting.
4. Utilise information technology as appropriate in the performance of the role.

Key selection criteria

Qualifications and relative experience
- Registered Nurse with APHRA.
- Registered Nurse with current national registration.
- Relevant post graduate training or education in aged care, acute medical or emergency nursing or plans to undertake same.
- Relevant post graduate education in leadership and management or plans to undertake same.

Essential
- Demonstrated competence in leading and managing the care team to deliver services that ensures clients and residents are safe.
- Demonstrated commitment to quality improvement and evidence based practice.
- Demonstrated ability to maintain a high level of confidentiality and discretion.
- Demonstrated competence in managing incidents, complaints and staffing concerns.
- Ability to use judgement, initiative and common sense when performing duties.
- Ability to demonstrate the highest level of customer service and response.
- Excellent interpersonal skills and the ability to build relationships with stakeholders including team members, residents, clients and family members.
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- Excellent written and verbal communication skills and the ability to utilise a range of software applications.
- Proven ability to be adaptable to various competing demands.
- Demonstrated competence in delivering services that ensures clients and residents are safe.
- Demonstrated proactive approach to problem solving with strong decision making capability.
- Commitment to and willingness to participate in continuing training and education related to area of employment.

Preferred
- Contemporary generalist nursing knowledge and experience.
- Demonstrated knowledge of aged care accreditation or national standards.
- Experience in providing aged, general and urgent nursing care.
- Rural and Isolated Practice Registered Nurse (RIPERN) endorsement or working towards.

Personal attributes
- Responsiveness to change management.
- Goal setting and planning ability for personal and professional development.
- Strong organisational skills that reflect the ability to perform and prioritise multiple tasks seamlessly with excellent attention to detail.
- Emotional maturity.
- Highly resourceful team-player with the ability to also be extremely effective independently.
- Forward looking thinker who actively seeks opportunities and proposes solutions.
- Ability to demonstrate initiative and creativity.
- Understanding of living and working within small rural community.

Certificates, licences and registrations
- Registered Nurse with APHRA
- National Registered Nurse registration
- Current police check.

Key performance criteria
Rural Northwest Health is committed to delivering services that demonstrates innovation and braveness in every element of the business. Our strategic focus for 2016-2020 will be:
- Improving community members wellbeing and supporting them to live well at home
- Providing a service in residential age care that allows residents to live a good life and share their skills and ability and contribute to their community
- Assisting community members to access high quality services across Victoria that supports them to maintain and improve their health and wellbeing
- Maintaining and strengthening Rural Northwest Health business and service quality, and capability and competence of all team members.

Key result areas
All team members are accountable for Key Result Areas to assist the organisation to meet their strategic goals and intent. Team members will be required to work with all stakeholders and each other to support the community to receive services that are innovative, excellent and of a high quality.
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| Improving community members wellbeing and supporting them to live well at home | • Undertaking assessments and making appropriate referrals to support community members to have access to information or treatments that improve their wellbeing  
• Contributing to projects and research on the ABLE model of care  
• Referring community members to advanced care planners to assist with the development of person centred advanced care directives  
• Informing community members about the services that Rural Northwest Health provides |
| Providing a service in residential age care that allows residents to live a good life and utilise their ability and contribute to their community | • Contributing to projects and research on the ABLE model of care  
• Demonstrating how they deliver person centred care and not task directed care  
• Providing exceptional communication with the resident and their family members about the wellbeing of the resident  
• Demonstrated evidence that they utilise the Montessori methods and care plans and can discuss the resident’s personalised preferences and skills in detail  
• Informing community members about the services that Rural Northwest Health provides  
• Attending events and activities held in the residential services whenever possible  
• When holding events or developing new services investigating how residents can be included  
• Demonstrating that every interaction results in a positive resident experience |
| Assisting community members to access high quality services across Victoria that supports them to maintain their health and wellbeing | • Utilisation of telehealth opportunities  
• Demonstrated follow up of referrals made to services outside of Rural Northwest Health  
• Informing community members about the services that Rural Northwest Health provides  
• Assist community members to utilise Telehealth and Rural Northwest Health services for their health needs |
| Improving their own health and wellbeing to support all team members to enhance and maintain their health and wellbeing | • Engaging in the Staff Well Life program and undertaking activities that improve the team members health and wellbeing  
• Working with the health and wellbeing officer to understand the physical requirements of |
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Due to the geographic layout and nature of work employees will be required to undertake a diversity of tasks which may require various forms of mobility.

The following specific physical requirements are necessary to carry out the essential elements of the position as outlined in the position description.

The following frequency descriptions relate to percentages of a normal working day:
1. Continuous = 75% to 100%
2. Frequent = 25% to 75%
3. Infrequent = 0% to 25%

1. **Continuous**
   - **Handling and feeling**
     - Finger dexterity and hand–eye coordination along with full hand and wrist movement
     - Ability to perceive attributes of objects by touching with skin, particularly that of the fingertips
   - **Talking**
     - An excellent understanding of the English language is required when dealing with external organisations and Rural Northwest Health team members
     - Ability to communicate effectively
   - **Hearing**
     - Ability to maintain hearing acuity with correction if required and the ability to hear and understand whispered conversations at a distance of up to 1 metre
     - Ability to interpret what is being heard
   - **Vision**
     - Ability to maintain 20/40 vision using correction if required
     - Ability to see and recognise objects and read documents
     - Ability to discriminate between colours and to determine depth perception
   - **Smelling**
     - Ability to distinguish odours and identify hazards
   - **Repetitive motions**
     - Repetitive motions of the wrists, hands or fingers may be required when carrying out administration duties such as but not limited to typing

2. **Frequent**
   - **Standing and walking**
     - Major components of the position
     - Required for movement around the organisation
     - Requires the ability to fully use both legs on a variety of surfaces
   - **Sitting**
     - Required when carrying out documentation or administration requirements
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| Lifting and carrying | • Required in the movement of objects around the organisation including movement from lower to higher and/or horizontally and/or place to place  
|                       | • Requires the ability to fully use both arms and hands |
| Pushing and pulling   | • Required to draw, drag, push or tug objects around the organisation including but not limited to trolleys |
| Bending and crouching | • Bending at waist level whilst carrying out job requirements in the organisation  
|                       | • Ability to crouch to floor level when required |
| Reaching and stretching | • Required in carrying out administration duties and in the movement of objects in the organisation |
| Twisting             | • May be required in the movement of objects in the organisation  
|                       | • The ability to reach in all directions and to twist at the waist is required |
| Grasping/finger movement | • Pinching, picking, and typing is required to holding onto objects  
|                       | • Ability to do repetitive motions with hands, wrists and fingers |

#### 3. Infrequent

| Climbing | • Required when ascending or descending stairs  
|          | • Requires ability to utilise both legs and feet and/or hands and arms  
|          | • Body agility is required |
| Balancing | • Required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out job requirements |
| Kneeling | • May be required when carrying out elements of the role |

**Performance and professional development plans**

The Nurse Unit Manager’s personal and professional development plan will be evaluated by the Campus Manager at the conclusion of three month’s service; prior to the completion of the six month’s probationary period; after 12 month’s service; thereafter each subsequent 12 months, on termination of employment or by request.

Rural Northwest Health policy is that concerns over skill and performance of employees are addressed wherever possible through a personal and professional development plan which is not related to the Disciplinary Protocol.

**Note:** Statements in this position description are intended to reflect in general the responsibilities of the position and are not to be interpreted as being all inclusive.
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Employee declaration

I declare that I have read and understand the position description and physical requirements of this position. I declare that I have the physical ability to fulfil this position and in fulfilling the key responsibility areas.

I understand that the information provided in this document is a general outline, does not encompass the aspects of the position and that daily duties and responsibilities are provided in the allocated duty list and procedures.

By initialing the top right hand corner of each page I confirm that I have read and understood the position description and physical requirements.

I understand that this is separate to the employment contract outlining my conditions of employment details.

Employee signature ________________________________

Employee name (please print) ____________________________ Date _____ / _____ / _____

Manager signature ________________________________

Manager name (please print) ____________________________ Date _____ / _____ / _____