

POSITION DESCRIPTION

Position Title	Associate Nurse or Midwifery Unit Manager
Business Unit/Division:	As per contract
Award Agreement:	Nurses and Midwives (Victorian Public Sector) Enterprise Agreement (Relevant Years)
Classification:	Associate Nurse or Midwifery Unit Manager, Year One to Two (YW11 to YW12)
Employment Type:	As per contract
Reports to:	Nurse Unit Manager
Date Prepared/Updated:	October 2024

General Role Statement:

The Associate Nurse or Midwifery Unit Manager is a Registered Nurse or Midwife who demonstrates expert knowledge and skills whilst assuming a prominent management focus within the ward/unit. The ANUM\AMUM is an integral member of the department management team, assisting the NUM in the course of their duties to ensure efficient operation of the clinical environment.

The ANUM\AMUM manages the nursing\midwifery and related resources available to the department, sets the clinical standards to achieve a high quality of nursing\midwifery care and fosters and maintains a working environment which provides professional development and job satisfaction for all staff. The ANUM\AMUM assumes the responsibilities and authority of the NUM\MUM in their absence and as such must have knowledge of the administrative operation of the department and, when appropriate, be involved in the delivery of direct patient care.

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures

- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

- Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.
- Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.
- Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

ROLE STATEMENT

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All employees:**Quality, Safety, Risk and Continuous Improvement**

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership

- Delegates, coordinates and supervises staff rostered for each shift on the basis of workload, prioritisation, and staff level of experience
- In the absence of the NUM, acts as the Nurse Unit Manager
- Assume responsibility and accountability for any delegated activities to an Enrolled Nurse. The ANUM\AMUM will also demonstrate an understanding of the Scope of Practice of the Enrolled Nurse when delegating and allocating nursing activities
- Participates in staff performance management and staff appraisals
- Assumes responsibility for the delivery of patient care and the ward unit management activities
- Ensures the ward\unit is adequately and appropriately and adequately staffed on a shift to shift basis
- Maintains the accuracy of electronic rosters for payroll purposes
- Leads by example as a primary resource person, mentor and clinical leader to all nursing staff rotating within the unit, including New Graduate RN's, EN's and student nurses, both RN and EN
- Participates and demonstrates to lesser experienced staff patient teaching on a planned and informal basis in consultation with the Registered Nurse
- Ensure efficient utilisation of available resources

Strategic and Project Management Leadership

- Actively leads in an assigned portfolio or quality work in consultation with the nursing team
- Actively leads and contributes to the relevant key core key performance indicators (KPI's) or as set

Organisation-Wide Contribution

- Demonstrates commitment to organisational change
- Participate in the maintenance of records pertaining to patient throughput, bed utilization, staffing utilization and management of consumable items
- Identify and report factors causing a delay in patient admission or discharge
- Participates in and or leads in quality improvement activities on the ward and throughout the organisation
- Delivers quality, patient centred nursing care, in accordance with hospital policies and procedures
- Prioritised individualised nursing care to meet patient needs
- Function effectively as a member of the healthcare team
- Act as a clinical role model by providing the highest standard of direct patient care and service
- Accurately documents patient care in accordance with hospital policies and procedures
- Leads in the coordination of a nursing \midwifery response when a patient's condition changes
- Demonstrates sensitivity to the needs of individuals and groups
- Acts as a patient advocate ensuring the rights of individuals/groups are maintained
- Adheres to all aspects of confidentiality in regards to patients, staff and personnel
- Actively seeks advice concerning nursing care activities that are unfamiliar or new

Diversity and Inclusion

- Commit to the principles of Person-Centred Care and to embedding these principles in all elements of service provision
- Exhibit customer service behaviours in all interactions with internal and external customers
- Work with consumers to improve the safety and quality of services
- Support achievement of Northern Health's Cultural Responsiveness Plan
- Promote a physical and psychosocial environment which promotes the safety and wellness of staff

Innovation and Culture Change

- Ensure patient record management meets legal, professional and organisational standards
- Ensure patient incidents are recorded on Riskman

- Utilise patient and carer feedback to inform the delivery of patient-centred care. Promote a physical and psychosocial environment which promotes the safety and wellness of staff
- Promote a unit culture of optimism, innovation, encouragement, learning and creativity
- Ensure the vision, purpose and values of the organization is understood and integrated into daily practice

SELECTION CRITERIA

Qualifications, Registrations and Qualities

Essential

- Current Registration as a Registered Nurse or Midwife, with AHPRA
- Demonstrated understanding of the principals of both Management and Leadership
- Demonstrated knowledge and experience in the principles of access management and effective patient flow
- Must possess excellent communication skills, written and verbal including sound conflict resolution skills
- Must be able to demonstrate sound clinical assessments and analysis, and implement indicated treatments
- Must be able to work a rotating roster, including day, evening and night duty shifts
- Must be computer literate, able to access and utilise all Northern Health IT systems which are relevant to completion of duties
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Experience

- Experience working as either the Nurse or Midwife in charge or have worked in these roles previously in an Acting capacity highly desirable
- Minimum 4 years post registration
- hospital/health service or aged care facility experience relevant to the ANUM position

Knowledge, Skills and Behaviours

- Demonstrated ability to escalate
- Demonstrated ability to trouble-shoot
- Excellent communication skills and interpersonal skills
- Motivated to deliver a positive patient experience
- Enthusiasm to lead a team
- Role model of NH values
- Excellent time management and prioritisation skills

Safety

- Follows legislation, policies, guidelines and codes of conduct applicable to the role
- Actively demonstrates and promotes the Northern Health Values of Kind and Together
- Is aware of own response to pressure, conflict or change, seeking support when needed
- Escalates all clinical, patients' staff and environmental concerns in a timely and safe manner
- Applies sector knowledge in the context risk mitigation within own position

Operational Efficiency

- Ensures that patient, consumers and staff needs are met to agreed standards and timelines
- Responds promptly to request, queries and complaints

Patient Experience

- Follows Northern Health’s Occupational Health and Safety Framework at all times
- Acknowledges and respects diverse cultures, backgrounds, experiences, perspectives values and beliefs
- Recognises the importance of patient experience and is passionate about providing outstanding care
- Identifies and responses quickly to patient needs
- Response with empathy, honesty and professionalism to difficult or sensitive conversations

Leadership, Culture & Team Work

- Is able to articulate own contributions to the organisations policies and services
- Actively seeks clarifications on role expectations if unclear
- Proactively seeks feedback to identify areas for development, striving to contribute effectively
- Is an active member of the team speaking up at opportunities to engage
- Actively listens to ensure understanding, asking appropriate and respectful questions when required

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature: Date:

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