

POSITION DESCRIPTION

Position Title:	Nurse/Midwifery Unit Manager
Business Unit/Division:	Emergency Division
Award Agreement:	Nurses and Midwives (Victorian Public Sector) Single Enterprise Agreement
Classification:	NUM 2, 3 & 4 (NMIO, NMII, NM12)
Employment Type:	MUM 2, 3 & 4 (RN38, RN39, RN40)
Reports to:	Full time & onsite Operational: Director Operations or Site Director Operations/DON & Divisional Director Operations
Date Prepared/Updated:	Professional: Site Director/DON & CNMO
General Role Statement:	

Through visible and accessible leadership, the Nurse or Midwifery Unit Manager (NUM \ MUM) is at the forefront of directing and coordinating care that is underpinned by right, safe, coordinated and high quality nursing patient centred care across the multidisciplinary environment of their unit. The role is responsible for the operational, professional and clinical service management of their staff and resources. The NUM\MUM will achieve this through the development of effective partnerships, leadership and management of all nursing staff and resources, within a multidisciplinary team environment.

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 Community Hospital
- 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

Through visible and accessible leadership, the Nurse or Midwifery Unit Manager (NUM \ MUM) is at the forefront of directing and coordinating care that is underpinned by right, safe, coordinated and high quality nursing patient centred care across the multidisciplinary environment of their unit. The role is responsible for the operational, professional and clinical service management of their staff and resources. The NUM\MUM will achieve this through the development of effective partnerships, leadership and management of all nursing staff and resources, within a multidisciplinary team environment.

This position is responsible for:

- **Patient Care Co-Ordination and the Practice of Nursing or Midwifery**
The NUM \ MUM will lead, direct and co-ordinate care in the ward or unit they are responsible for. This will be achieved through managing patient flow and ensuring rosters are developed to support the delivery of excellent patient care. The NUM \ MUM will facilitate collaborative teams in the delivery of patient care, attending ward rounds with multidisciplinary team members where appropriate and leading discussions with doctors, nurses, midwives and allied health professionals. The incumbent will use patient and carer feedback to inform patient care service delivery. The NUM \ MUM will enable a culture of enquiry and questioning regarding the provision and practice of nursing\midwifery. The incumbent will establish and maintain the use of evidence based practice in the delivery of nursing\midwifery care.
- **Nursing Staff Management and Leadership**
The NUM \ MUM will be an exemplary role model for the professionals of nursing and/or midwifery, maintaining a high level of communication and establishing relationships and trust within the ward or unit. This will be achieved through ensuring up to date performance reviews for staff, nurturing talent and enabling participation. The NUM \ MUM must maintain an awareness of broader professional and health care issues and activities, participating in the professional association. The incumbent must inspire and support others to achieve their potential and enable others to achieve a shared vision.
- **Ward \ Unit Management**
The NUM \ MUM will ensure the human, physical and financial resources of the ward or unit are managed, in collaboration with relevant subject matter experts, to deliver safe and efficient health care within available resources. The incumbent will utilise problem solving skills in relation to issues within the ward or unit. The NUM/MUM will monitor and maintain a safe environment for patients, staff and visitors, in collaboration with the relevant subject matter expert

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's commitment to Child Safety
- 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

In accordance with the Nursing and Midwifery Board of Australia approached Standards for Practice for the Registered Nurse 2016, position accountabilities for a Registered Nurse are available at <https://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Professional-standards/registered-nurse-standards-for-practice.aspx>

Comprehensive details of the Standards for the Registered Midwife are available at <https://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Professional-standards/Midwife-standards-for-practice.aspx>

Leadership

- Brings confidence to the role, and strong influencing capability
- Can build, lead, nurture and empower impactful teams
- Demonstrates high level communication and interpersonal skills
- Engages with others with purpose and articulates vision to empower and lead effectively
- Understands the strategic imperatives of the health service and conveys this in meaningful ways to their staff
- Is innovative, resourceful and adaptive to change
- Ability to implement, evaluate and sustain change within an evidence based framework

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**

- Registered Nurse and/or Midwife with AHPRA
- Relevant post graduate advanced clinical qualifications, if applicable
- Relevant management tertiary qualifications OR working towards
- 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

- Public or private acute health experience in preferably large, multi-site organisations
- Minimum four years postgraduate Nursing or Midwifery experience, preferably at the level of ANUM\ AMUM or Clinical Nurse Specialist
- Experiences in leadership {Acting NUM/MUM, Nurse/Midwife in Charge or Acting in-charge, Team building opportunities or leadership experiences external to workplace
- Participated and/or lead NSQHS accreditation and/or Aged Quality and Safety Commission Accreditation

Knowledge, Skills and Behaviours

- Demonstrated ability to work both independently and in a team environment
- Demonstrated ability to lead, manage and support a clinical team
- Demonstrated excellence in written and verbal communication skills
- Demonstrated people management and interpersonal skills
- Role model of NH values and for the profession of nursing and/or midwifery
- Financial and operational experience and/or understanding within the health sector
- Good understanding of the NSQHS national standards and/or Aged Care Quality and Safety Accreditation Standards
- Computer literacy in Microsoft applications and roster management systems
- Evidence of and commitment to patient\ customer focused care, clinical governance and quality improvement

Employee Declaration

have read, understood and accept the above Position Description.

{Please print name}

Signature:

Date: [I] [I]

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POSITION DETAILS

Position Title:	Nurse unit Manager (NUM)– Dianella Residential Care Hostel
Department/Cost Centre	Dianella Hostel Residential Care
Classification:	Nurse Unit Manager Level 2*
Employment Type:	Full time - ongoing
Reports to:	Kilmore Site Operations Director/Director of Nursing Divisional Director Community Hospitals and Outpatients Chief Nursing and Midwifery Officer

POSITION DIMENSIONS

Equivalent Full Time (EFT)	Approximately 25 EFT
Direct Reports	Dianella Residential Care, Nursing staff, Clinical Care Manager, Admin Officer, Lifestyle Officers

POSITION FUNCTION

Position Statement:

The Nurse Unit Manager (NUM) Dianella Hostel is a Senior Nurse Management role with the primary objective of providing operational management and leadership to ensure Dianella Hostel is able to safely and effectively meet the needs of our residents, their families and our community.

Reporting to the Deputy Director of Nursing – Aged and Community Care Operations, the NUM is responsible for the coordination and management of residential aged care services delivered from Dianella Hostel and ensures that KDH delivers care that is aligned with contemporary models of care that promote quality driven, person centred services to our residents and their families. This role supports the organisation in ensuring that care provided is according to the Aged Care Quality Standards, based on best practice principles and utilises resources effectively to deliver the highest quality of life for residents.

Specific functions of this role:

Dianella residential Care is a 30 bed Public Sector Residential Aged Care Facility that is under the governance of Northern Health and is situated at Kilmore District Hospital. Dianella Hostel comprises of 28 permanent residents and 2 Bed Based Respite. Along with the general Northern health NUM position description, the Dianella Residential Care NUM is required to ensure compliance and alignment with the Aged Care quality Standards and reforms, ensure daily care minutes are met, the facility is accreditation ready for any potential unannounced visits, and collaborate with internal and external stakeholders. This role requires clear understanding of aged care and AN-ACC funding as well as lead a dedicated team of staff. The NUM should be dynamic, motivated, and passionate as well as being committed to lead the delivery of safe and quality care to our residents.

The role oversees the Clinical Care manager and must ensure compliance with AN-ACC, submission of quality indicators, Serious Incident response Scheme (SIRS), as well as being up to date with the Aged Care Standards and Aged care Compliance requirements.

The NUM rotates with other site NUMs in the role of emergency controller for the site (training will be provided) and at times will be required to cover the DON role in the absence of the DON.

Specific key selection criteria requirement for this role in addition to Standard Criteria:**Information Specific to the Work Area, Department or Site**

- Current National Police Check
- Evidence of current flu vaccination
- NDIS Worker Screening Check – (At the employees expense not supplied by NH)
- Working with Children's Check

Experience

- Recent experience working within the Aged Care sector at a senior leadership level and willingness to learn

Knowledge, Skills and Behaviours

- Commitment to and understanding of Aged Care Quality Standards
- Knowledge of the new Aged Care Act
- Compliant with Aged Care Code of Conduct
- Familiar with My Aged Care portal
- Sound leadership and management skills
- Promotion of safety in all aspects of operation with a proactive approach
- Advanced knowledge of Microsoft Word, Outlook & Excel
- Effective written & verbal communication skills
- Ability to build relationships with residents and their families to ensure the provision of quality care and outcomes
- Adaptable and able to drive change
- Knowledge of the Aged Care quality and Safety Commission requirements
- Knowledge of the Aged care reforms
- Knowledge and understanding of the Serious Incident Response Scheme and reporting requirements
- Ability to manage workload with competing priorities and efficient time management practices
- Developed clinical skills
- Knowledge of AN-ACC assessment requirements and funding and Quality Indicators

KEY RELATIONSHIPS

Internal

- Senior executive, colleagues, staff, residents, Allied Health, finance business partners, education team

External

- Resident families, Stakeholders, GP's, Pharmacy

INCUMBANT STATEMENT

I, _____ have read and understand the Position Description and this Position Description Attachment.

Signature:

Date: