

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
- Mernda Community Hospital

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.

Essential:

- 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.



POSITION DESCRIPTION

Position Title:	Nurse Unit Manager
Business Unit/Division:	Virtual Health
Award Agreement:	Nurses and Midwives (Victorian Public Sector) Enterprise Agreement (2024-2028)
Classification:	NUM 2, 3 & 4 (NM 10, NM11, NM12)
Employment Type:	Full Time, Fixed term maternity Leave cover
Reports to:	Operational: Director Operations or Director Operations/DON Professional: Site Director/DON & CNMO
Date Prepared/Updated:	June 2026

POSITION DIMENSIONS

Budget	VVED Nursing
Delegation Authority	Level 7
Equivalent Full Time (EFT)	Approx. 90 EFT inclusive of professional reports
Direct Reports	Operational: ANUMS and RN workforce, Clinical NurseEducators and Clinical Support Nurses

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

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, Teambuilding 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

I have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: