

<b>Position Title:</b>	Associate Nurse Unit Manager - Specialist Clinics Scheduling Team
<b>Award Classification:</b>	ANUM as detailed in Enterprise Agreement
<b>Award / Agreement Name:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 – 2028 Victorian Public Mental Health Services Enterprise Agreement 2021 - 2024
<b>Reports to:</b>	Nurse Unit Manager – Acute Specialist Clinics, Box Hill

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



## 1. POSITION PURPOSE

The role of the Associate Nurse/Midwife Unit Manager (AN/MUM) is to support the Nurse/Midwife Unit Manager (N/MUM) and act in their role when required. This is a position of clinical leadership and accountability that aligns with Eastern Health's Clinical Governance and operational management structures.

The AN/MUM works with the N/MUM to provide effective coordination, and efficient management of the designated Unit/Department in line with the relevant Program and Eastern Health Strategic directions.

This position provides clinical leadership through support and education to patients/clients and nursing/midwifery staff within the ward/unit. The AN/MUM, together with the N/MUM, forms part of the Unit management team responsible for patient/resident centred, high quality clinical care, and with the support of their Director of Nursing/Midwifery and Operations, ensure that professional standards, codes and behaviours that are legislated through Nursing & Midwifery Board of Australia (NMBA) and Eastern Health (EH) standards, policies and guidelines are upheld.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

<b>Qualifications:</b>
<b>Essential:</b> <ul style="list-style-type: none"><li>Registration with the Nursing and Midwifery Board of Australia (NMBA) via AHPRA</li></ul>
<b>Desirable:</b> <ul style="list-style-type: none"><li>Post Graduate qualifications relevant to the position and/or leadership and management</li><li>Research, publication and public presentation skills</li></ul>
<b>Experience:</b>
<ul style="list-style-type: none"><li>Has reached a level of proficiency in a relevant clinical/service field</li><li>Previous experience in a supervisory or CN/MS role</li><li>Experience in facilitating change to work practices in a health care organisation</li></ul>
<b>Knowledge and Skills:</b>
<ul style="list-style-type: none"><li>Understanding and commitment to professional standards, codes and behaviours as legislated through the Health Act, Nursing Midwifery Board of Australia, other relevant professional bodies and Eastern Health Policy, Standards and Practice Guidelines.</li><li>Awareness and understanding of National Standards and Accreditation Standards.</li><li>High level communication, written and verbal, with demonstrated high level of inter personal skills with consumers, their families and all health care professionals.</li><li>Commitment to ongoing professional development</li></ul>
<b>Personal Attributes:</b>
<ul style="list-style-type: none"><li><b>Exhibit behaviour which reflects the Eastern Health values and NMBA Codes and Standards.</b></li><li><b>Promote and contribute to a supportive and engaged team environment.</b></li><li><b>Committed to providing a safe environment for all.</b></li></ul>

## 3. SAFE PRACTICE AND ENVIRONMENT

### Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to:

- Take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace.
- Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines.

This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

#### **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

#### **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfill your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

#### **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2000.

#### **7. EQUAL EMPLOYMENT OPPORTUNITY**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

#### **8. PERFORMANCE DEVELOPMENT**

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## 9. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2. Nursing and Midwifery domains of Practice

## 10. NOTE

*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.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

Signed: \_\_\_\_\_  
Manager

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

### INCUMBENT STATEMENT

*I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## ATTACHMENT 1

### KEY SELECTION CRITERIA

<b>Position Title:</b>	Associate Nurse Unit Manager - Specialist Clinics Scheduling Team
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<b>Current Effective Date:</b>	June 2025
<b>Next Review Date:</b>	June 2027
<b>Reports to:</b>	Nurse Unit Manager – Acute Specialist Clinics, Box Hill

#### Essential

- High level communication skills, both written and verbal.
- Demonstrated high level interpersonal skills as well as empathy and understanding of consumers, their families and other health care professionals.
- Strong Computer literacy and a capacity to embracing of health technologies and informatics.
- Proven Attention to detail
- Capacity to manage and mentor staff reports.

#### Desirable

- Previous Acute Specialist Clinics Experience
- Capacity to consider and implement improvement using Eastern Health's methodology for improvement.

#### Key Tasks

- Oversight and management of staff within the Scheduling Team and the Telepresencing team – including rostering, staff development and training.
- Oversight and management of the referral & appointment management process.
- Clinic management that ensures clinics are evenly distributed to ensure fair and equitable patient access.
- Manage and facilitate resolution of capacity versus demand issues identified in clinics.
- Waitlist management – including oversight of auditing and ensuring patients are treated in turn.
- Oversight of the Declined referral process
- Assisting staff via a means of escalation for resolution of patient enquiries and complaints.
- Other tasks as delegated by the NUMS of the Acute Specialist Clinics Team.

#### Key Performance Indicators

In collaboration with the N/MUM the AN/MUM has responsibility to monitor and respond to Unit service delivery within the EH Clinical Framework, and the Domains of Nursing/Midwife Practice as outlined in the NMBA Practice Standards. The AN/MUM is accountable for responsibilities as delegated by the N/MUM to assist achievement of unit KPI's:

#### Healthcare excellence:

- Nursing & Midwifery Staff compliance with Scope and Domains of Practice
- Meet Eastern Health access, activity and target indicators as defined by KPI Scorecard
- Program specific indicators pertaining to consumer satisfaction
- Maintain activity actual against target
- 100% of rostering practices meet EBA requirements and Eastern Health Guidelines

#### Leading in Learning:

- 100% achievement of allocated Staff have feedback & development plans completed (including leave and professional development plan)
- Learners are supported, and report high satisfaction rates with placement experiences
- Complaints and compliments management within identified timeframes

#### A values-based, safe workplace:

- Rate of incidents are reviewed within identified time frames and actions are implemented, including:
- Falls
- Infection rates
- Indicators specific to the care delivery of the unit (Department of Health Specialist Clinics Access Policy)

## ATTACHMENT 2 – NURSING & MIDWIFERY DOMAINS OF PRACTICE

The Nursing Midwifery Domains of Practice resource has been developed by the Eastern Health Nursing Midwifery Executive using the domains of nursing as identified by Ackerman et al. (1996)(1) and the National Common Health Capability Resource (2013). Its aim is to support the individual clinician by promoting common behaviours and skills which comprise and represent the complex role of nursing and midwifery.

There are five domains of practice which are considered integral components of the role of all Eastern Health nurses and midwives; comprehensive patient care, support of systems, education, research and professional leadership. (See summary at Table 2)

Recognising that the level of skills acquisition will be dependent on nurses and midwives' specific roles and experience, the domains have been referenced to the 'novice to expert' skills acquisition model first developed by Dreyfus(2) and adapted for nursing by Benner.(3)

Behaviours are specified at five different levels, and reflect an increasing degree of autonomy, complexity, awareness and activity being performed.

Table 1: Summary of Behaviour Levels

Novice	Advanced Beginner	Competent	Proficient	Expert
Works within a <b>known and stable context</b> , consulting when abnormalities arise <b>before taking action</b>	Works within a <b>known and stable context</b> , consulting when abnormalities arise	Acts <b>independently in routine</b> situations within scope, and responds to <b>known dilemmas</b>	Acts independently in <b>complex situations</b> within scope, and responds to <b>unknown dilemmas</b>	<b>Provide vision and direction</b> and shape and implement strategies and initiatives that <b>enable others</b> to perform as required

Levels do not equate to roles or hierarchy within the workforce. Instead, the levels reflect what level of behavioural skill is required to achieve the desired care goals or outcomes in a given situation. Levels should be treated as cumulative, meaning that behavioural indicators at subsequent levels in the scale should be read in conjunction with the behaviours specified at any lower level.

Some levels may serve as an aspirational standard in some instances, rather than accurately reflecting behaviours of current practice. Where a gap exists between current and future practice behavioural skill requirements, there should be aspiration to meet the standard specified to enhance or effectively meet individual and community health needs.

Table 2: Domains of Practice

Domains of Practice				
Direct comprehensive care	Support of systems	Education	Research	Professional leadership
<ul style="list-style-type: none"> <li>• Patient history</li> <li>• Patient assessment</li> <li>• Perform and deliver care</li> <li>• Monitor &amp; Evaluate Care</li> </ul>	<ul style="list-style-type: none"> <li>• Planning for the Future</li> <li>• Safety and Quality</li> <li>• Recruitment &amp; Retention</li> </ul>	<ul style="list-style-type: none"> <li>• Education of patients &amp; families, relationship building</li> <li>• Own professional education</li> <li>• Professional education of others</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of research evidence relevant to area of practice</li> <li>• Involvement and dissemination of research</li> </ul>	<ul style="list-style-type: none"> <li>• Professional conduct</li> <li>• Accountability</li> </ul>