

Eastern Health

POSITION DESCRIPTION

Position Title:	Nurse Unit Manager, South ward, Peter James Centre
Award Classification:	Registered Nurse, Grade 5 (Mental Health)
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2020 - 2024
Position Reports to:	Operationally to Associate Program Director Adult Acute Inpatient Services Professionally to the Director of Nursing, Mental Health and Statewide services

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

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 Nurse Unit Manager (NUM) is responsible for leading the clinical team to ensure effective coordination and efficient management of the designated Unit/Department. This is a position of clinical leadership and operational accountability that aligns with Eastern Health's Clinical Governance and operational management structures. The role works in collaboration with the Lead Consultants in the overall leadership to the inpatient setting. This role is responsible for ensuring patient care is provided in accordance with Eastern Health standards and guidelines, and that patient safety is maximized. The NUM will ensure there is an effective nursing workforce available to support Eastern Health's strategy, along with identifying and supervising issues of clinical risk ensuring high quality safe patient centered care. The NUM provides guidance and development of the nursing staff within the Unit/Department and holds responsibility to develop and manage the unit within the allocated budget(s) and organizational improvement plan objectives. The NUM is professionally responsible and accountable to the Director of Nursing and Operations Manager to ensure nursing staff are cognizant of the need for practicing within the required professional standards, guidelines, codes and behaviors that are mandated through NMBA or Eastern Health.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

2.1 Healthcare Excellence

- a. Works collaboratively with all services and programs both locally and across Eastern Health, to develop and implement systems, processes and projects required to ensure efficient, effective and responsive patient/client/resident (hereafter referred to as the patient) centered care of the allocated work unit in line with the organization's strategic direction, and co-production principles.
- b. Oversees and drives the initiatives of the Great Care Everywhere Program and other improvement programs (e.g. Ward Program) relevant to the department or unit.
- c. Ensures the successful implementation and sustenance of the Safewards model of care
- d. Is the key driver of effective and timely communication with patients, team members, program leads, other EH departments and the community.
- e. Ensures personal and unit compliance with relevant Acts, Agreements and Eastern Health Directions, Standards, Policies, Practice Guidelines, and EH Staff Code of Conduct.
- f. Ensure that all administrative functions are completed within the mandates of the position, including Program/service/site, Nursing, or other reports / documentation. This includes the management of required resources within the unit.
- g. Undertakes investigation of incidents and risks that present / occur within the unit and provides timely completion of necessary reports against actions to minimize further events or risks.
- h. Is responsible for the development and progression of Unit Innovation and Improvement Plan (IIP) in line with Program/ Service / Profession IIPs, and Eastern Health Strategic Plan.
- i. Accepts accountability for the outcomes of clinical nursing practices of the Unit and addresses practices that are not consistent with agreed standards, practice guidelines and evidenced based practice.
- j. Drives the engagement of nurses in the Eastern Health Nursing and Midwifery Practice Standard.
- k. Works collaboratively with Lead Consultants and the Service Executive in service planning and the implementation, monitoring and evaluation of service objectives and KPI's

- l. Together with the Consultants and the Program Leadership Team contribute to the strategic direction in the Mental Health and Wellbeing Program and Turning Point Treatment Services, to ensure the overall development of policies is consistent with the needs of the population.
- m. Is responsible for driving timely and effective patient flow through the unit and works with all relevant departments to ensure patient access, flow and discharge planning initiatives are implemented at the unit level and reported on as required or requested.
- n. Oversees new initiatives to ensure the patient's engagement with Eastern Health is appropriate to best practice in clinical care, including length of stay, internal and external referral process and discharge planning.
- o. Ensures nursing staff within the unit treat all patients, clients, residents, visitors and staff in a courteous and non-discriminatory manner with a focus on continually improving the patient experience. Provides an efficient and customer focused service and responds to complaints & compliments originating from the unit.
- p. Promotes a culture of continuous improvement within the unit by monitoring standards of service and practice and leads the team to ensure that interventions are designed and implemented to address areas where variance to the agreed standards exists.
- q. Employs the skills of timely and effective communication with healthcare personnel to guide and achieve optimal patient/ performance outcomes.
- r. Demonstration of relevant family violence practice according to allocated responsibility level in the mental health and wellbeing program workforce mapping tool. This aligns with the Multi-Agency Risk assessment and Management (MARAM) Framework, the Family Violence Information Sharing Scheme (FVIS) and Child Information Sharing Scheme (CISS) legislative requirements and related Eastern Health guidelines.

2. Leading in Learning

- a. Holds responsibility and is accountable to ensure a safe people environment and to identify and rectify hazards in the unit area and raise awareness of OH&S issues as they arise.
- b. Ensures that all nursing practice within the designated Unit is within the philosophy, intent, and standards prescribed by Australian Nursing and Midwifery Board (NMBA) and Eastern Health policy, standards and guidelines
- c. Ensures all nursing staff practice in accordance with the philosophy, intent and standards prescribed by Australian Nursing and Midwifery Council (ANMAC) ANMAC Code of Ethics for Nurses in Australia, ANMAC Code of Professional Conduct for Nurses in Australia including appropriate levels of supervision and delegation.
- d. Acts as the unit nursing clinical lead, providing support and education to team members, mentors overseeing inexperienced team members, and drives a culture of professional development within all levels of nurses within the unit.
- e. Manages staff recruitment and retention strategies for the assigned work unit in accordance with Eastern Health policies and professional standards. Ensures work practices are in accordance with industrial agreements (EBA) including, but not limited to, staff skill mix within the unit matched to clinical need.
- f. Ensures staff can work in a non-discriminatory and an environment free from bullying and harassment.
- g. Ensure all nursing staff in their unit (plus other staff within their remit) have active performance development plans that are reviewed annually. Ensures that all clinical

staff are measured against and comply with the specific competencies and professional standards

- h. Ensures staff compliance with training requirements specified by Eastern Health in appropriate time frames reporting to their line manager
- i. Promotes research and critical analysis to ensure service and nursing/midwifery practice benchmarks are achieved. Facilitates and participates in the delivery of models of education to Unit staff (including those undertaking undergraduate and post graduate education).
- j. Ensures the capability of self and unit/department staff in areas such as the incident management system, policy management system and risk management system
- k. Holds accountability for maintaining and monitoring the unit in regard to the NSQHS Standards and National Standards for Mental Health Services
- l. Ensures that all nurses can access appropriate professional and clinical supervision.
- m. Promote and implement Recovery Orientated practices and work collaboratively with the Consumer and Carer representatives.

3. Leading in research and innovation

- a. Holds responsibility and is accountable to ensure a safe people environment and to identify and rectify hazards in the unit area, and raise awareness of OH&S issues as they arise.
- b. Ensures that all nursing practice within the designated Unit is within the philosophy, intent, and standards prescribed by Australian Nursing and Midwifery Board (NMBA) and Eastern Health policy, standards and guidelines
- c. Ensures all nursing staff practice in accordance with the philosophy, intent and standards prescribed by Australian Nursing and Midwifery Council (ANMAC) ANMAC Code of Ethics for Nurses in Australia, ANMAC Code of Professional Conduct for Nurses in Australia including appropriate levels of supervision and delegation.
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- f. Ensure staff can work in a non-discriminatory and an environment free from bullying and harassment.
- g. Ensure all nursing staff in their unit (plus other staff within their remit) have active performance development plans that are reviewed annually. Ensure that all clinical staff are measured against and comply with the specific competencies and professional standards
- h. Ensures staff compliance with training requirements specified by Eastern Health in appropriate time frames reporting to their line manager
- i. Promotes research and critical analysis to ensure service and nursing/midwifery practice benchmarks are achieved. Facilitates and participates in the delivery of models of education to Unit staff (including those undertaking undergraduate and post graduate education).

- j. Ensures the capability of self and unit/department staff in areas such as the incident management system, policy management system and risk management system
- k. Holds accountability for maintaining and monitoring the unit regarding the NSQHS Standards and National Mental Health Standards (NMHS)
- l. Ensures that all nurses can access appropriate professional and clinical supervision.
- m. Promote and implement Recovery Orientated practices and work collaboratively with the Consumer and Carer representatives.

4. A Values-Based, Safe Workplace

- Eastern Health is committed to provide and maintaining a working environment for all staff that is safe and without risk to health.
 - Staff are required to take care of your 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.
 - Recognizes and deters potential risk which may jeopardize your health, safety and wellbeing.
 - 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.
 - Identifies and reports all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.
 - Complies with all State legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.
 - Implements harm minimization and risk assessment strategies for at-risk individuals.
- Treats all employees of the organization with respect and dignity and free of discrimination or harassment.

4 SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to providing and maintaining 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, particularly 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 Compensations (WIRC) Act 2013.

5 TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a healthy environment characterized by change. All programs should endeavor 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.

6 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 fulfil your role and responsibilities within the organization. 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 minimizing 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 2001.

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 behavior 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 based on 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

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.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

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

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

Position Title:	Nurse Unit Manager, South ward, Peter James Centre
Award Classification:	Registered Nurse, Grade 5 (Mental Health)
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2020 - 2024
Position Reports to:	Operationally to Associate Program Director Older Adult MHW Services Professionally to the Director of Nursing, Mental Health and Wellbeing and Statewide Services

Essential

- Registered Nurse with current Australian Health Practitioner Regulation Agency (AHPRA), registration certificate.
- Post Graduate mental health qualifications relevant to the position and/or leadership and management or enrolled in appropriate course at time of employment or equivalent experience.
- Recent experience at ANUM or NUM level
- Has reached a level of proficiency in a relevant clinical/service field.
- Demonstrates an understanding of conflict resolution and negotiation skills.
- Demonstrates ability to operate at a strategic and operational level.
- Exceptional interpersonal, communication and networking skills.
- Proficient Computer literacy.
- Demonstrated competence in a leadership role.
- Broad-based knowledge of professional issues in mental health nursing and understanding of health care systems and future trends.
- Experience in creating change to work practices in a health care organization
- Financial management skills.
- Sound working and leadership knowledge in Recovery Oriented Practice and Safewards
- Sound working knowledge of Mental Health Act 2022
- Commitment to engaging consumers and carers in service design, review and delivery
- Research, publication and public presentation skills.
- High level communication, both written and verbal, demonstrated high level of interpersonal skills with consumers, their families and all health care professionals.
- Commitment to ongoing professional development.
- Computer literacy and embracing health technologies and informatics.
- Exhibits behavior which reflects the Eastern Health values.
- Promotes and contributes to a supportive and engaged team environment.
- Commitment to providing a safe environment for all.
- Respectful, collaborative and kind.