Position Description

Position Title:	Nurse Manager Ward 4.1 (Cancer Services), Box Hill Hospital
Classification & Salary Range:	Nurses EBA: NM11
Agreement Name:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Position Reports to:	Operationally to Deputy Director Operations (Cancer Services) Professionally to the Director of Nursing
Last updated:	September 2026

Position purpose

The Nurse Manager of Ward 4.1 (Cancer Services), Box Hill Hospital is responsible for leading the clinical team to ensure the effective coordination and efficient management of the acute cancer ward. This is a position of clinical leadership and accountability that aligns with Eastern Health's Clinical Governance and operational management structures.

This role is responsible for ensuring patient care is provided in accordance with Eastern Health standards and guidelines and that patient safety is maximised. The Nurse Manager will ensure there is an effective workforce available to support Eastern Health's strategy, along with identifying and supervising issues of clinical risk, ensuring high-quality safe patient-centred care.

The Nurse Manager provides guidance and development of the staff within the Cancer Services inpatient ward and holds responsibility to develop and manage the unit within the allocated budget and organisational improvement plan objectives.

The Nurse Manager is the professional responsible and accountable to the Director of Nursing to ensure staff are cognisant of the need for them to practice within the required professional standards, guidelines, codes and behaviours that are mandated through the Nursing and Midwifery Board of Australia (NMBA) and/or Eastern Health.

Major Duties/Responsibilities

Healthcare Excellence

- 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-centred care of the allocated work unit in line with the organisation's strategic direction.
- Oversees and drives the initiatives of the Great Care Everywhere Program and other improvement programs (e.g. Productive Ward Program) relevant to the department or unit.
- Is the key driver of effective and timely communication with patients, team members, program leads, other EH departments and the community.
- Ensures personal and unit compliance with relevant Acts, Agreements and Eastern Health Directions, Standards, Policies, Practice Guidelines, and EH Staff Code of Conduct.
- Ensure that all administrative functions are completed within the mandates of the position, including Program/service/site, Nursing/Midwifery, or other reports / documentation. This includes the management of required resources within the unit.
- Undertakes investigation of incidents and risks that present / occur within unit and provides timely completion of necessary reports against actions to minimise further events or risks.
- Is responsible for the development and progression of Unit Improvement Plan (IIP) in line with Program/ Service / Professional and Eastern Health Strategic Plan.
- Accepts accountability for the outcomes of clinical nursing/midwifery practices of the Unit and addresses practices that are not consistent with agreed standards, practice guidelines and evidenced based practice.
- Drives the engagement of nurses and midwives in the Eastern Health Nursing & Midwifery Practice Guideline.
- 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.
- 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.
- Ensures nursing / midwifery staff 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 focussed service and responds to complaints & compliments originating from the unit.
- 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.
- Employs the skills of timely and effective communication with healthcare personnel to guide and achieve optimal patient/ performance outcomes.

- Accountable for the development and financial management of the designated cost centre(s) in line with agreed budgetary parameters and performance targets.
- Be responsible for the availability of supplies that are appropriate for the needs of the unit in line with the budget framework.
- Ensures equipment is available to meet the patient needs
- 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

Leading in Training

- 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
- Ensures all nursing / midwifery staff practice in accordance with the philosophy, intent and standards prescribed by Australian Nursing and Midwifery Council (ANMAC) Code of Ethics for Nurses in Australia, Code of Professional Conduct for Nurses in Australia including appropriate levels of supervision and delegation.
- Acts as the unit nursing/midwifery 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 / midwives within the unit.
- Ensures all nursing / midwifery 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
- Ensures staff compliance with mandatory training requirements specified by Eastern Health in appropriate time frames reporting to their line manager
- Facilitates and participates in the delivery of models of education to Unit staff (including those undertaking undergraduate and post graduate education).
- Ensures the capability of self and unit/department staff in areas such as the incident management system, policy management system and risk management system
- Holds accountability for maintaining and monitoring the unit in regard to Accreditation Standards
- Ensures that all nurses/midwives are able to access appropriate professional and clinical supervision.

Leading in research & innovation

- Promotes research and critical analysis to ensure service and nursing/midwifery practice benchmarks are achieved.
- Ensures patient access and flow strategies meet community and organisation expectations. Works with, and makes recommendations to the relevant stakeholders to facilitate service/system improvements.

- Understands the system of providing care facilitates and manages linkages with external partners in care across the patient journey to minimise risk, duplication of service and service delivery delays.
- Ensures systems and processes are in place for patients and families (however titled) have the opportunity to be involved in their care.
- Ensures consumer feedback is received in an environment of willingness to improve and demonstrates the level of customer service expected.
- Lead organisational strategies as applicable to the area of responsibility of the N/MM.

A Values-Based, Safe Workplace

- Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health.
- Required 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.
- Recognise and alleviate 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.
- 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.
- Implements harm minimisation strategies for at-risk individuals.
- Treats all employees of the organisation with respect and dignity and without discrimination or harassment.

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 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 centred care.

Key Selection Criteria

Essential Selection criteria:

- 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.
- Awareness and understanding of National Standards and Accreditation Standards.
- High level communication, both written and verbal, demonstrated high level of inter personal skills with consumers, their families and all health care professionals.
- Commitment to ongoing professional development.
- Has reached a level of proficiency in a relevant clinical/service field
- Previous experience in a similar role or at senior management level e.g. AN/MM or equivalents
- Computer literacy and embracing of health technologies and informatics.
- Exhibit behaviour which reflects the Eastern Health values and NMBA Codes and Standards.
- Promote and contribute to a supportive and engaged team environment.
- Committed to providing a safe environment for all.

Desirable Selection criteria:

- Post Registration or Post Graduate qualification in a relevant clinical/service field
- Previous experience in a similar role or at senior management level e.g. AN/MM or equivalents

Qualifications

- Bachelor of Nursing / Midwifery or other recognised equivalent formal qualification leading to condition free registration in Australia
- Registration with the Nursing and Midwifery Board of Australian (NMBA) via AHPRA

Eastern Health's promise

Our promise to our communities, patients, consumers and staff is that we will be HEALTHIER TOGETHER. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Read more about Eastern Health's strategic goals here.

Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQA+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please click here.

Aboriginal and Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2026 - 2028 was released in July 2026. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

For support, please contact our Aboriginal Employment Coordinator, Aboriginal.Workforce@easternhealth.org.au

Important Information

All new and existing employees are committed to the following in order to uphold Eastern Health's Promise and Values

- To uphold confidentiality as per the Privacy Act 2000 and the Health Records Act 2001
- To comply with Eastern Health code of conduct and Policy and Procedures
- To comply with Eastern Health performance standards and industry professional standards
- Participate in continuous monitoring an improvement
- Comply with legislation and accreditation standards
- Ensure service and care is consistent with the Eastern Health approach to patient and family centred care
- Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information here

Occupational Health and Safety, Quality and Improvement

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, 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.

Eastern Health employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards

- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

For more information about Quality and Safety please click here or for Staff Wellbeing please click here.

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. **Child Safety | Eastern Health**

Final 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.

Appointment to this position is subject to a satisfactory National Police Check, compliance with mandatory vaccination requirements, including annual influenza vaccination, and evidence of immunity to vaccine-preventable diseases where required.

Application Support

If you require supports or adjustments with submitting your application or throughout the recruitment process, you are welcome to contact the hiring manager or the Talent Acquisition Team on (03) 9955 7555 option 1 (for current employees please select option 2).

Candidate statement:

I _____have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____ Date: _____

Role specific Attachments

- Attachment 1 – Key Performance Indicators
- Attachment 2 – EH Nursing & Midwifery Domains of Practice Professional Framework

Attachment 1 – Key Performance Indicators

The N/MUM is required to ensure service delivery within in the unit aligns with the EH Clinical Framework, and the Domains of Nursing/Midwife Practice as set by the NMBA. The N/MUM is accountable for achieving and monitoring Key Performance Indicators (KPI's) and improvement strategies that identify trends in clinical care and management variances.

These include but are not limited to:

Healthcare excellence:

- Nursing Staff compliance with the Legislated NMBA Scope and Domains of Practice
- Staff access and comply with the Policy Management System
- Indicators specific to the care delivery of the unit
- Implementation and monitoring of the Great Care Everywhere initiative (e.g. Productive Ward Program) relevant to that unit.
- Maintenance of Accreditation standards within the operations of Unit.
- Escalation of issues through the appropriate operational or professional governance framework
- Meet Eastern Health (EH) access, activity and target indicators as defined by KPI Scorecard
- Review and respond to complaints and compliments within identified timeframes
- Program specific indicators
- Equipment stocks meet the requirements of the unit.
- Achieve budget target and manage variance in areas off salaries and wages, and non-salaried costs.
- Eliminate use of Agency staff.
- Maintain activity actual against target
- 100% of rosters are submitted as per EBA requirement and Eastern Health Guidelines
- Established network and referral lines to other service departments and external providers.

Leading in Learning:

- 100% Staff feedback & professional development plans completed Annual leave/ADO % of unit EFT achieved as per scorecard
- 100% compliance with annual and unit specific competencies
- 100% compliance with professional registration requirements

Leading in research and innovation:

- Completion of audit requirements in line with Eastern Health Policy, Standards and Practice Guidelines

- Progress of Operational Improvement Plans
- Effective management of Eastern Health initiatives

A values-based, safe workplace:

- Undertake and implement required actions of Occupational Health & Safety Audit
- Managed Sick leave as the designated % of ward EFT as per scorecard
- Manage Category 4 & 5 annual leave plans and all staff with leave plans in place.
- Recruitment to, and maintenance of establishment EFT
- Staff mix and skill mix within the unit to meet Program requirements and patient/client acuity levels and EBA requirements
- Incidents are reviewed within identified time frames and actions implemented
- Staff understand and comply with the Incident Reporting & Risk Management systems
- Management of Falls strategy and compliance
- Management of Pressure injuries
- Management of Medication errors
- Management of Infection rates
- Infection control audit results
- Lead the reduction in the use of restrictive interventions in their unit (e.g. mechanical restraint)

Attachment 2 – EH Nursing & Midwifery Domains of Practice Professional Framework

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 six domains of practice which are considered integral components of the role of all Eastern Health nurses and midwives: comprehensive clinical care, workforce, education, research and evidence-based care, professional leadership and digital capability (See summary at Table 2).

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. The level of skills acquisition will be dependent on nurses and midwives' specific roles and experience.

Table 1: *Summary of Behaviour Levels*

Novice	Works within a **known and stable context**, consulting when abnormalities arise **before taking action**
Advanced Beginner	Works within a **known and stable context**, consulting when abnormalities arise
Competent	Acts **independently in routine** situations within scope, and responds to **known dilemmas**
Proficient	Acts independently in **complex situations** within scope, and responds to **unknown** dilemmas
Expert	**Provide vision and direction**. Shapes and implements strategies and initiatives that **enable others** 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*

