

# East Wimmera Health Service

## Position Description

**Position Title: ASSOCIATE NURSE UNIT MANAGER**

**Classification:** Registered Nurse Grade 3 ANUM

**Responsible To:** Nurse Unit Manager / Campus Manager / General Manager Clinical

**Salary and Conditions:** In accordance with the Nurses (Victorian Health Services) Award 2000 and the Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2012 – 2016.

### **POSITION SUMMARY:**

The Associate Nurse Unit Manager provides support to the Nurse Unit Manager in the management of the Nursing resources within the acute and aged care area to ensure effective and efficient patient/resident care consistent with available resources.

The Associate Nurse Unit Manager acts as clinician, care coordinator, counsellor, health teacher, client advocate, change agent and clinical teacher supervisor. The position practices independently and interdependently in accordance with professional standards and employs a problem solving approach.

### **KEY SELECTION CRITERIA:**

Essential knowledge, skills and aptitudes:

- A Registered Nurse currently registered with the Nursing and Midwifery Board of Australia via Australian Health Practitioner Regulation Agency.
- Previous and recent experience encompassing a broad range of clinical practice.
- Excellent communication and interpersonal skills.
- A working knowledge of relevant funding care principles.
- A commitment to the process of quality improvement and accreditation.
- Computer literacy, with knowledge of current software.

### **OTHER SELECTION CRITERIA:**

Desirable knowledge, skills and aptitudes:

- Post registration qualifications (or working towards/desire to undertake) in Midwifery, Gerontic Nursing, Coronary Care Nursing, Emergency Nursing, Perioperative Nursing or Management.
- Demonstrated experience or interest in leading a clinical team.
- Current Victorian drivers licence.

### **Key Result Area: CUSTOMER RELATIONS / PATIENT OR RESIDENT SAFETY AND COMFORT:**

Ensure customer safety and comfort and liaise effectively with patients/residents, families and visitors.

<b>Major Action</b>	<b>Performance Indicator</b>
Model best practice in day to day communication with internal and external customers.	<ul style="list-style-type: none"><li>• CCC policy is reflected in customer relations.</li></ul>
Facilitate and maintain effective communication with patients/residents, carers, relatives, visiting medical officers/health professionals, auxiliaries and staff	<ul style="list-style-type: none"><li>• Feedback indicates communication is appropriate and effective at all levels.</li></ul>
Liaise with hotel and maintenance services staff in absence of the Nurse Unit Manager	<ul style="list-style-type: none"><li>• Feedback indicates communication is appropriate and effective.</li></ul>
Identify and reports to manager ways to improve service delivery to customers.	<ul style="list-style-type: none"><li>• CQI activities related to customer service are achieved and documented.</li><li>• Customer service is actively promoted.</li></ul>
Ensure patient/resident care is of high standard and promotes safety, comfort, dignity, privacy and choice	<ul style="list-style-type: none"><li>• Patient/resident care, safety and comfort is maintained at a high standard</li></ul>
Ensure the delivery of a high standard of clinical and support services within the unit.	<ul style="list-style-type: none"><li>• Services provided are of a high standard.</li><li>• Feedback indicates communication with Directors and Managers is appropriate and effective.</li></ul>

**Key Result Area: CLINICAL CARE:**

Provide high quality patient/resident care in partnership with patients/residents and their significant others, and other members of the multi disciplinary team.

Major Action	Performance Indicator
Assume responsibility for direct nursing care in accordance with the model of care of the unit.	<ul style="list-style-type: none"> <li>Responsibility assumed.</li> </ul>
Practice in accordance with the relevant standards prescribed by the Nursing and Midwifery Board of Australia, EWHS Clinical policies and procedures and evidence based practice.	<ul style="list-style-type: none"> <li>Practices in accordance with all relevant standards and policies.</li> </ul>
Assess the progress and needs of individual patients/residents and coordinate a plan of care.	<ul style="list-style-type: none"> <li>Evidence of appropriate assessment and documentation.</li> <li>Care is planned and specific to individual need.</li> </ul>
Incorporating principles of ethical decision making and using evidence based practice, formulate, implement and evaluate client/patient care plans.	<ul style="list-style-type: none"> <li>Care plans demonstrate appropriate decision making and practice.</li> </ul>
Recognise changes in the patient's/resident's condition, take necessary action and document variation in the plan of care.	<ul style="list-style-type: none"> <li>Care plan demonstrates changes observed and actions taken.</li> </ul>
Develop, implement and evaluate teaching plans for patients/residents and significant others that meet their learning needs and facilitates informed decision making.	<ul style="list-style-type: none"> <li>Teaching plans documented.</li> <li>Feedback indicates needs of patients/residents are met.</li> </ul>
Recognise and report adverse events and incidents to Nurse Unit Manager or delegate.	<ul style="list-style-type: none"> <li>Adverse events and incidents are documented and reported.</li> </ul>
Starting from the initial episode of care, develop an effective discharge plan that reflects the need of the patient/resident and significant others.	<ul style="list-style-type: none"> <li>Effective discharge planning.</li> </ul>
Promote a high standard of coordinated care through the use of the nursing process	<ul style="list-style-type: none"> <li>Coordinated care is achieved.</li> </ul>

**Key Result Area: SHIFT ADMINISTRATION AND MANAGEMENT:**

Ensure the efficient use and management of unit resources on a shift by shift basis.

Major Action	Performance Indicator
Assist the Nurse Unit Manager to plan for the optimal use of resources within the unit to provide patient/resident centred care..	<ul style="list-style-type: none"> <li>Assistance provided is efficient and effective.</li> <li>Use of resources is efficient and effective.</li> <li>Acceptance of appropriate portfolio management</li> </ul>
Contribute to the maintenance of adequate unit stock and pharmacy supplies.	<ul style="list-style-type: none"> <li>Adequate stocks and pharmacy supplies are maintained.</li> </ul>
Act up as Nursing Supervisor when designated on the roster.	<ul style="list-style-type: none"> <li>Knowledge of Supervisor responsibilities demonstrated</li> <li>Effective after hours supervision of campus achieved.</li> </ul>
Act up as Nurse Unit Manager as required.	<ul style="list-style-type: none"> <li>Position of Acting Nurse Unit Manager accepted</li> <li>Responsibilities as Acting Nurse Unit Manager are met.</li> </ul>

**Key Result Area: REGULATORY COMPLIANCE:**

Ensure unit compliance with all relevant legislation, regulatory requirements, professional standards and guidelines.

Major Action	Performance Indicator
Comply with, and assist to oversee staff compliance with, applicable annual mandatory requirements: <ul style="list-style-type: none"> <li>➤ Emergency Procedures</li> <li>➤ No Lift</li> <li>➤ Infection Control</li> <li>➤ Basic Life Support</li> <li>➤ Advanced Life Support</li> <li>➤ Annual Clinical Competency</li> <li>➤ Annual Declaration</li> </ul>	<ul style="list-style-type: none"> <li>Annual compliance achieved and documented.</li> <li>Demonstrates knowledge in work performance</li> <li>Staff attendance</li> </ul>
Comply with, and assist to oversee staff compliance of professional standards, code of ethics and code of conduct.	<ul style="list-style-type: none"> <li>Requirements are met.</li> </ul>

Oversee relevant documentation systems and standards.	<ul style="list-style-type: none"> <li>Standard of documentation is appropriate and in line with relevant legislation and standards of practice.</li> </ul>
Monitor workplace injuries. Implement and evaluate return-to-work programs in collaboration with Nurse Unit Manager and Human Resource Manager.	<ul style="list-style-type: none"> <li>Workplace injuries are documented and investigated.</li> <li>Return-to-work programs are implemented and evaluated.</li> <li>Collaboration with Human Resource Manager is effective.</li> </ul>
Ensure EWHS policy and procedures are promoted to staff, are implemented and evaluated as appropriate.	<ul style="list-style-type: none"> <li>EWHS policy and procedures are adhered to and implemented effectively by staff</li> </ul>
Ensure unit compliance with relevant legislation eg OHS Act 2004, Drugs, Poisons and Controlled Substances Act 1981	<ul style="list-style-type: none"> <li>Compliance with relevant legislation is achieved.</li> </ul>
Maintain infection control standards and monitors department Infection Control activities in consultation with IC Liaison nurse(s).	<ul style="list-style-type: none"> <li>Infection Control standards are maintained and department Infection Control activities are evaluated and documented.</li> </ul>
In collaboration with the Human Resource Manager, promote and meet employee relations legislation and EWHS code of conduct requirements.	<ul style="list-style-type: none"> <li>Requirements are met and maintained</li> <li>Prompt and appropriate action is taken upon breaches.</li> </ul>

### **Key Result Area: TEAM LEADERSHIP:**

Lead and manage the care team consistent with the policies and procedures of the Health Service.

<b>Major Action</b>	<b>Performance Indicator</b>
Promote teamwork through leadership, role modeling and effective communication processes. Recognise roles of and collaborate with team members in the wider health care team.	<ul style="list-style-type: none"> <li>Team objectives achieved.</li> <li>Team member roles and responsibilities recognised.</li> <li>Feedback indicates collaboration and communication with all team members is open and effective</li> <li>Participate in patient/resident care conferences</li> </ul>
Plan, coordinate and delegate staff work tasks effectively and appropriately	<ul style="list-style-type: none"> <li>Effective coordination and delegation achieved in accordance with guidelines and procedures</li> <li>Delegation commensurate with ability and scope of practice of staff achieved.</li> </ul>
Contribute to staff rostering and allocate workloads to staff.	<ul style="list-style-type: none"> <li>Staff skill mix and allocation is appropriate to patient/resident needs.</li> </ul>
Supervise junior staff to ensure quality care outcomes	<ul style="list-style-type: none"> <li>Supervision provided is effective</li> <li>Quality care achieved.</li> </ul>
Support the development of junior staff	<ul style="list-style-type: none"> <li>Informal coaching / mentoring undertaken as required.</li> <li>Constructive feedback to learners is provided.</li> <li>Effective contribution to the competency assessment of learners is achieved.</li> </ul>
Support the Nurse Unit Manager in the orientation of staff to the unit and the role.	<ul style="list-style-type: none"> <li>Support to the Nurse Unit Manager is effective</li> <li>All new staff orientated effectively to the unit and the specific role.</li> </ul>
Contribute to multi campus teams through committee membership and EWHS management projects	<ul style="list-style-type: none"> <li>Contributions are constructive and effective</li> </ul>

### **Key Result Area: IMPROVING PERFORMANCE (CQI):**

Assist to ensure quality service is delivered to clients through Continuous Quality Improvement activities.

<b>Major Action</b>	<b>Performance Indicator</b>
Assist to facilitate an environment in which staff contribute to improving performance.	<ul style="list-style-type: none"> <li>CQI documents indicate involvement of staff in CQI activities.</li> </ul>
Maintain and promote Accreditation Standards and other relevant Standards.	<ul style="list-style-type: none"> <li>Accreditation Standards and other relevant Standards are met and accreditation status is achieved.</li> </ul>

Participate in the implementation and evaluation of quality systems within the unit.	<ul style="list-style-type: none"> <li>• CQI forms are completed and presented at the relevant Campus Quality Committee.</li> </ul>
Ensure the Incident Reporting systems are promoted to all staff. Ensure staff understand the relationship between quality improvement, risk management and incident forms and are active in completing them.	<ul style="list-style-type: none"> <li>• Incident forms, near misses, hazard, etc. are promptly and fully reported by staff.</li> <li>• Reported incident forms are actioned promptly.</li> </ul>
Contribute to the expansion of knowledge and ideas within the rural health sector.	<ul style="list-style-type: none"> <li>• When opportunities arise, participate in appropriate forums.</li> </ul>

### **Key Result Area: INFORMATION MANAGEMENT:**

Ensure systems and processes for the management of information are followed.

<b>Major Action</b>	<b>Performance Indicator</b>
Implement established procedures for systematic retention, retrieval, transfer and disposal of records, in accordance with regulatory requirements and Health Service policy.	<ul style="list-style-type: none"> <li>• Records managed appropriately</li> <li>• Medical record documentation audit</li> </ul>
Ensure that Departmental Manuals and other like documents are kept up-to-date.	<ul style="list-style-type: none"> <li>• Manuals are current and accessible to staff.</li> </ul>
Utilise information technology effectively to support role	<ul style="list-style-type: none"> <li>• Information technology use is efficient and effective</li> </ul>

### **Key Result Area: SPECIALIST KNOWLEDGE:**

Ensure provision of contemporary care practices that meet the individual needs of patients/residents.

<b>Major Action</b>	<b>Performance Indicator</b>
Ensure clinical care meets the individual social, spiritual, cultural and physical needs of the patient/resident.	<ul style="list-style-type: none"> <li>• Services provided are appropriate to the needs of patients/residents.</li> </ul>
Conduct assessment, planning, implementation and evaluation to maximise care for each patient/resident.	<ul style="list-style-type: none"> <li>• Patient/resident care is individualised.</li> </ul>
Advocate for the rights of all patients/residents.	<ul style="list-style-type: none"> <li>• Appropriate advocacy achieved.</li> </ul>
Promote key clinical priorities and educate staff through the management of a clinical portfolio	<ul style="list-style-type: none"> <li>• Clinical portfolio maintained.</li> <li>• Improvements in clinical care achieved.</li> </ul>

### **Key Result Area: PROFESSIONAL/PERSONAL DEVELOPMENT:**

Commit to ongoing education and professional development.

<b>Major Action</b>	<b>Performance Indicator</b>
Identify own learning and development needs, actively pursue and participate in relevant educational programs and personal development activities.	<ul style="list-style-type: none"> <li>• Participation in learning and development activities is self directed and relevant to needs.</li> <li>• Appropriate ideas/strategies gained from education implemented.</li> <li>• Participation in annual appraisal is active.</li> </ul>
Maintain current professional knowledge and skills relevant to position.	<ul style="list-style-type: none"> <li>• Affiliation with relevant professional bodies is maintained.</li> </ul>

### **EMPLOYEE OBLIGATIONS:**

The employee is required to maintain strict confidentiality with reference to all matters pertaining to patients/residents within the Health Service and without. Failure to observe this requirement may be regarded as misconduct warranting termination and incurring liability to penalty pursuant to Section 141 of the Health Services Act 1988.

The employee is required to take all reasonable care to ensure personal safety of others who may be affected by the acts or omissions of the employee in the workplace. (Occupational Health and Safety Act, Clause 25). The employee is required to participate in all safety programs as required by the Health Service.

East Wimmera Health Service Identification Badge must be worn at all times whilst on duty. This remains the property of the organisation and must be returned to the Pay Officer on termination of employment.

The employee is required to participate in the Continuous Quality Improvement Program to encourage excellence of care and cost containment within the Health Service.

The employee is required to participate in the Risk Management Program to ensure risks are identified and managed within the Health Service.

The employee is required to adhere to EWHS Code of Conduct.

**PERFORMANCE DEVELOPMENT AND REVIEW:**

A Performance Development and Review will be completed after the first six months of service and then as per the East Wimmera Health Service Performance Management Policy. The Performance Development and Review is to be discussed with / conducted by Nurse Unit Manager or Campus Manager/General Manager Clinical.

<p><i>Employee's Name:</i></p> <p><i>Employee's Signature:</i></p> <p><i>Date:</i></p>
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<p><i>Manager's Signature:</i></p> <p><i>Position Title:</i></p> <p><i>Date:</i></p>
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