



# Cultivating Healthy Communities

<b>Position Title:</b>	Community Nursing: Nurse Unit Manager
<b>Reports To:</b>	Director of Primary Care
<b>Direct Reports:</b>	Central Intake, District Nursing, Community Health Nursing, Planned Activity Group (PAG).
<b>Department:</b>	Primary Care
<b>Classification:</b>	NM11 Nurse Unit Manager Level 2
<b>Employment Conditions:</b>	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020 – 2024.
<b>Qualifying Period:</b>	6 months from commencement date.

East Wimmera Health Service (EWHS) is a fully accredited small rural health service consisting of 40 Acute and 95 Aged Care beds across five campuses in the Buloke and Northern Grampians Shires in North Western Victoria. Covering the land first inhabited by the Dja Dja Wurrung, Barengi Gadjin, and Jaara Jaara peoples. EWHS encompasses the townships of Birchip, Charlton, Donald, Wycheproof and St Arnaud. EWHS provides a broad range of Acute, Community Based and Aged Care services integrated with local General Medical Practices. Additionally EWHS manages a number of other local services in post-acute care, planned activity groups and infection control. The duties of this position are to be performed with adherence to the purpose and values identified through EWHS's strategic plan and compliance with the Code of Behaviour for staff of EWHS.

## Our Vision

To see sustainable improvement in the health and wellbeing of our community

## Our Purpose

To work together with our community to achieve better health and wellbeing outcomes

## Our Values

Together, Honesty, Empathy, Community, Open, Respect and Excellence



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## ROLE STATEMENT

The Community Nursing: Nurse Unit Manager (NUM) is responsible for the provision of quality community health care services by supporting and overseeing the delivery of the District Nurse Services, Community Health Nurses, Central Intake and Planned Activity Groups (PAGs).

## POSITION SPECIFIC RESPONSIBILITIES

### Key Accountabilities

- Ensure effective service coordination in the areas of responsibility.
- Provide clinical support and training to the teams overseen by the role.
- Identify opportunities and recommend enhanced or new ways to deliver community nursing and social support services.
- Liaise and work collaboratively with other health professionals, community groups, agencies and service networks to ensure an integrated approach to service delivery.
- Ensure services provided meet service coordination principles in keeping with the organisation's diversity, wellness and reablement plans.
- Undertake and complete funding performance reporting requirements as required and directed.
- Undertake direct service duties as required and directed.

### Financials / Budget

- Maximise revenue while limiting expenses.
- Understand and abide by Health Purchasing Victoria guidelines.
- Work with health service executive and managers to improve efficiency.

### Employee & Team Management

- Develop teamwork through leadership, role modelling and effective communication processes.
- Work with staff within the programs to provide service delivery consistency across all East Wimmera Health Service Communities.
- Actively manage all rosters overseen by the role.
- Provide supervision to staff as required by EWHS Supervision Policy.
- Complete all Professional Review and Development Plans as per EWHS policy.
- Actively manage employee relations matters when under performance or inappropriate behaviour is identified.
- Recruit, select, orient and manage employees to meet team/program objectives.
- Facilitate the professional development of all employees.
- Participate in and contribute to meetings and committees as directed.

### Accreditation & Governance

- Maintain practice within framework established by legislation, national and state policy.
- Understand, comply with and adhere to East Wimmera Health Service guidelines, principles, policies and guidelines.
- Understand, comply with and adhere to East Wimmera Health Service OH&S policies and work practices.
- Ensure accreditation status is achieved and maintained with relevant bodies.
- Contribute to the success of East Wimmera Health Service as a leading health provider.
- Communicate with all team members to achieve the vision and mission and strategic goals of EWHS.
- Support a culture of performance improvement and evaluation.
- Effective prioritisation of projects and meeting of timelines.



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## **Customer Relations**

- Facilitate and maintain effective communication with internal and external customers.
- Actively seek customer feedback and act upon findings.
- Identify and implement ways to improve service delivery to customers.
- Represent the Health Service at external meetings, forums, etc., and provides feedback as required.

## **Information Management**

- Comply with and maintain all privacy legislation requirements and East Wimmera Health Service confidentiality statements when communicating information pertaining to residents, team members and the operations of any East Wimmera Health Service facilities.
- Comply with medico-legal, professional and East Wimmera Health Service standards regarding client and resident documentation.
- Be aware of and adhere to all policy and protocol requirements in relation to fraud prevention, detection and reporting.
- Utilise information technology as appropriate in the performance of the role.

## **Personal and Professional Development**

- Recognise and seek assistance from other relevant team members when tasks fall outside of ability or area of responsibility.
- Where issues are unclear or beyond own abilities and qualifications seek assistance and clarification.
- Demonstrate an ongoing commitment to personal and professional development.
- Participate in essential or mandatory training annually.
- Understand and adhere to East Wimmera Health Service Code of Conduct.

## **Quality / Safety and Risk Management**

- Act in accordance with all relevant external legislation and internal EWHS policies and procedures that relate to this position and the organisation.
- Participate in and contribute to quality improvement programs and other organisational activities to meet Accreditation Standards.
- Participate and contribute in occupational health and safety activities to ensure a safe work environment for consumers, community, staff and visitors.
- Minimise exposure to incidents of infection / cross-infection of patients, consumers, staff, visitors and the general public by adhering to the Health Service Infection Control policies and procedures.
- Cooperate with the EWHS's Occupational Health and Safety policies and to participate in appropriate safety education and evaluation activities.

## **Integrity**

- The values and expected behaviours at EWHS support ethical and responsible decision-making and a culture where all staff behave with integrity and respond appropriately if behaviour (at any level within an organisation) falls short of expectations.
- EWHS's disclosure and reporting processes provide confidentiality, utilise effective investigation and escalation mechanisms and include a range of actions to address fraudulent, corrupt or other unacceptable employee behaviours.
- If you suspect unethical, fraudulent or corrupt behaviour, it is imperative to report that behaviour. Sometimes this behaviour is managed internally but if it meets the mandatory minimum requirements, the CEO as the principal officer at EWHS has a statutory obligation to report material issues to the Independent Broad-based Anticorruption Commission (IBAC)
- Reports can be made directly to the CEO or the Board depending upon the level within the organisation the suspected behaviour is occurring.



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## PERFORMANCE INDICATORS

Key performance measures are how you will be measured as to meeting the responsibilities of the position listed above. These measures will be used as a part of the Performance Review and Development Plan to be commenced within the first six months of the appointment and then to be reviewed on an annual basis.

- Ensure care is provided to the highest possible standard (monthly clinical KPI's, audits, incident management, clinical procedures and quality projects).
- Audits completed as per audit schedule each year.
- Clinical KPI's submitted monthly.
- Ensure that appropriately educated, experienced personnel are appointed and maintain adequate staffing levels at all times to meet service delivery requirements and budgetary targets (recruitment, retention, support, professional development and performance management of staff).
- 100% of staff appraisals completed annually.
- Maintain up to date staff profile and include this in monthly KPI report.
- Effective business management of the unit (budget development and monitoring, business KPI reporting, risk planning, assets and supplies managed, contribute to the Continuous Quality Improvement plan, attending and chairing meetings)
- Care is delivered in the safest possible way with the consumer at the centre (safety KPI's, OH&S planning and projects, resident satisfaction data, complaints analysis, case reviews)
- Incidents and complaints reviewed as they occur and finalised within 30 days.
- Compliance with the Education Training Schedule (ETS).

## KEY BEHAVIORAL COMPETANCIES

- Functional / Technical Skills
- Directing Others
- Self Development
- Conflict Management
- Developing Direct Reports
- Managing & Measuring Work
- Building Effective Teams
- Integrity & Trust

## KEY SELECTION CRITERIA

- Registered Nurse with a current registration to practice from the Australian Health Practitioner Regulation Agency (AHPRA).
- Possess a comprehensive knowledge of Primary Health Care Principles, contemporary nursing theory and practice, chronic disease management, health promotion and health population and demonstrates clinical expertise in applying this knowledge.
- Demonstrated understanding of community service funding principles.
- Demonstrated ability to lead teams and manage staff, provide guidance and support in the role of preceptor when required and to provide supervision to a range of clinical and non-clinical staff.
- Demonstrated well-developed interpersonal, organisational, communication and problem solving skills.
- Demonstrated oral and written communication skills, with the ability to interact and relate to a diverse range of individuals and groups.
- Demonstrated understanding of relevant legislation and community health framework documents.
- Demonstrated understanding of rural communities and the issues of confidentiality.
- Demonstrated experience in meeting accreditation requirements.
- Extensive computer literacy, with knowledge of current software.
- Evidence of recent annual influenza immunisation or willingness to obtain.
- Evidence of full immunisation against COVID-19.

The Community Nursing: Nurse Unit Manager at East Wimmera Health Service will hold:

- A current Victorian Drivers Licence.
- A current National Police Check or ability to obtain a satisfactory check.
- Ability to comply with the "Behavioural Outcomes" for this role.
- A current Working with Children Check (employee) or willingness to obtain.



# Cultivating Healthy Communities

East Wimmera Health Service		
STANDARDS OF BEHAVIOUR		
Our staff will always:		Our staff will not:
<b>Together</b>	<ul style="list-style-type: none"> <li>• Work as part of the team</li> <li>• Mentor others</li> <li>• Provide encouragement to others</li> <li>• Care for others the way they would like to be cared for themselves</li> <li>• Partner with consumers in decision making about their healthcare</li> </ul>	<ul style="list-style-type: none"> <li>• Be self-centred</li> <li>• Have inappropriate conversations with others</li> <li>• Demonstrate a “can’t-do” attitude</li> <li>• Ignore feedback given by patients or colleagues</li> <li>• Avoid responsibility</li> <li>• Refuse to assist others with their workload</li> </ul>
<b>Honesty</b>	<ul style="list-style-type: none"> <li>• Be open &amp; honest with ourselves and with others</li> <li>• Make ethical decisions</li> <li>• Bring ourselves to work</li> <li>• Maintain high levels of integrity</li> <li>• Be responsible and accountable</li> </ul>	<ul style="list-style-type: none"> <li>• Be dishonest</li> <li>• Be unreliable</li> <li>• Pass the buck</li> <li>• Be lazy</li> </ul>
<b>Empathy</b>	<ul style="list-style-type: none"> <li>• Commit to delivering a positive health experience to every person every time</li> <li>• Show compassion to all people</li> <li>• Demonstrate empathy &amp; understanding</li> </ul>	<ul style="list-style-type: none"> <li>• Be sarcastic</li> <li>• Be judgmental</li> <li>• Make care decisions without consulting the consumer</li> </ul>
<b>Community</b>	<ul style="list-style-type: none"> <li>• Maintain customer focus</li> <li>• Lead by example</li> <li>• Be responsible &amp; accountable for their own actions</li> <li>• Stand up and take action</li> <li>• Escalate issues or behaviours of concern</li> </ul>	<ul style="list-style-type: none"> <li>• Be hypocritical</li> <li>• Contribute to rumours</li> <li>• Discriminate against others</li> <li>• Think they’re better than others</li> <li>• Be passive</li> </ul>
<b>Open</b>	<ul style="list-style-type: none"> <li>• Demonstrate consistency</li> <li>• Treat people equally</li> <li>• Be considerate &amp; understanding</li> <li>• Be collaborative and collegiate</li> <li>• Deal with issues</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate favouritism &amp; exclusion</li> <li>• Withhold information</li> <li>• Ignore issues</li> </ul>
<b>Respect</b>	<ul style="list-style-type: none"> <li>• Maintain confidentiality &amp; privacy</li> <li>• Be punctual</li> <li>• Listen to others &amp; accept differences</li> <li>• Respond courteously</li> <li>• Greet all people by saying hello, smiling and introducing themselves</li> <li>• Be culturally informed and sensitive</li> <li>• Respect diverse opinions</li> </ul>	<ul style="list-style-type: none"> <li>• Be arrogant</li> <li>• Be disrespectful</li> <li>• Display rudeness</li> <li>• Bully, harass or display aggression</li> <li>• Allow unacceptable behaviour</li> </ul>
<b>Excellence</b>	<ul style="list-style-type: none"> <li>• Expect and deliver excellence</li> <li>• Persevere to do the best job they can</li> <li>• Strive continuously to improve</li> <li>• Be professional &amp; enthusiastic</li> <li>• Have the courage to question what we do</li> </ul>	<ul style="list-style-type: none"> <li>• Give up</li> <li>• Accept mediocrity</li> <li>• Leave an untidy workplace</li> </ul>

**Staff at EWHS must also comply with both the Industry and organisational Code of Conduct**



### RISK ASSESSMENT / JOB ANALYSIS

East Wimmera Health Service provides a safe working environment for staff as part of the process Risk Assessments have been carried out and this position could include some or all of the following.

*(Please mark (eg X or ✓) to those that apply to this position)*

Aspects of Normal Workplace	Frequency			
<u>Work Environment</u>	Occasionally	Regularly	Continual	NA
• Work with the possibility of extended hours	✓			
• Work in locations geographically separated from main facility	✓			
• Working off site which may include clients homes		✓		
• Clinical areas	✓			
• Travelling or Driving in cars on a regular basis		✓		
<u>Work Activity</u>				
• Manage demanding and changing workloads and competing priorities		✓		
• Undertake administrative tasks including intensive computer keyboarding work, filing, writing, concentrating for long periods of time			✓	
• Sitting at the computer for extended periods of time		✓		
• Sitting in meetings for extended periods of time		✓		
• Use of technology including photocopiers, telephones		✓		
• Undertake manual handling of equipment	✓			
• Patient Handling ( <i>No Lift Program operates throughout EWHS</i> )				✓
• Exposure to Substances ( <i>Protective equipment &amp; procedures in place to prevent contact</i> )				✓
<u>Work relationships</u>				
• Work in a team environment and at times independently			✓	
• Interaction with staff from other disciplines and departments			✓	
• Interacts with: <ul style="list-style-type: none"> <li>○ colleagues and other hospital staff</li> <li>○ members of the public</li> <li>○ Patients and relatives</li> </ul>		✓ ✓	✓	



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I acknowledge:

- That I have read and fully understand the Position Description and the position's Job Analysis.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities and duties.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That EWHS may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

**Name (please print)** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

Document Control	
Executive Sponsor: Director of Primary Care	
Manager Responsible: Director of Primary Care	
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