

Position Description

Position Title	After Hours Manager
Position Number	30028055
Division	Aged Care, Public Health, Aboriginal and Diversity Services
Department	Aged Care Residential Services
Enterprise Agreement	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	A/HRS COORD (7A/8C)
Classification Code	ZC5
Reports to	Director of Nursing Golden Oaks Complex
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition, more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

Community and Public Health Services Division / Residential Services Division

The Community and Public Health Services Division has a primary focus on improving the health outcomes of the communities in our region. With a range of local and regional programs supporting place-based health promotion, prevention, care and support, they work collaboratively with other Divisions and regional partnerships and networks to support quality outcomes. The Division has a strong leadership role in the Loddon Mallee Region and is committed to ensuring processes are in place to deliver on our services.

The Division provides support for the Public Health Unit, Community Services, Aged Care Residential Services (200+ residents), Infection Prevention & Control and Public Private Partnership (PPP) and has key roles in public health, inclusive of health promotion and prevention, Aboriginal Services, vaccination/testing clinics, infection control practices, Bendigo Hospital maintenance, carer support and community nursing.

In addition, the Community and Public Health Services Division holds the professional portfolio of Chief Nursing and Midwifery Officer. Nurses are the largest work group within Bendigo Health and the position is focused on supporting our nursing workforce to feel valued and empowered.

The Residential Services Team

Bendigo Health's Residential Services provides accommodation for 265 older residents of Bendigo and surrounding areas who require low- and high-level care. Also known as hostels and nursing homes, our facilities are spread over multiple campuses:

- Gibson Street Complex is located at 26 Gibson Street, Bendigo. It includes
 - Joan Pinder Nursing Home with 60 beds
 - Stella Anderson Nursing Home with 60 beds
- Simpkin House, is located at 6 Gibson Street and consists of a 30 psycho-geriatric beds.
- Specialist Dementia Care Program Unit consists of 9 beds offering temporary care with a goal to stabilise and reduce a person's behavioural symptoms with a supported transition into a less intensive care setting
- Golden Oaks Complex is located in Stoneham Street, Golden Square. It includes:
 - Golden Oaks Nursing Home with 60 beds
 - Carshalton House with 45 beds.

The residential services team provide high quality of care in all our residential care facilities. Our homes accommodate and care for some of the most vulnerable older people in our community. The team strives for

service excellence through innovation and constantly monitoring our care standards and seeking to do things better.

The Position

Managers at Bendigo Health are an integral part of the health care service team, providing leadership and direction to a dedicated staffing group.

A manager at Bendigo Health should have, or aspire, to, the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

- Support the Director of Nursing and Nurse Unit Manager in leading and managing the aged care facilities in line with Bendigo Health's (BH) policies and procedures, and the Strategic Plan.
- As a senior member of the nursing team, to provide and promote safe and quality nursing care as directed by the Australian Nursing Council (ANC) national competency standards, the Code of Ethics and the Code of Professional Conduct for nurses in Australia.
- To practise and promote continuous improvement and a culture of learning and evidence-based practice.
- To provide afterhours management in the absence of the Nurse Unit Managers and Director of Nursing.

Responsibilities and Accountabilities

Key Responsibilities

1. Specific responsibilities:

- Assume responsibility of the Golden Oaks Complex after hours
- Liaise with all staff acting as resource for staff, facilitating and promoting quality resident care.
- Ensure each facility is appropriately staffed each shift as per staff replacement escalation protocol.
- To support the Nurse Unit Manager's in ensuring completion of all clinical documentation including residents' assessments, care plans, risk assessments, clinical monitoring and the resident of the day process are completed.
- In collaboration with the Nurse Unit Manager's ensure the management and completion of complex management plans, adverse events and clinical reviews.
- To provide responsible management of human, financial and environmental resources within the home in collaboration with the Nurse Unit Manager's.
- In collaboration with the Nurse Unit Manager's, monitor and manage nursing staff performance, promote and develop professional nursing standards and practice ensuring that annual competencies are met and continual learning needs are identified.
- Assist to ensure the facilities have a comprehensive quality system including audits are completed as scheduled with appropriate follow up undertaken, DHS indicator data is collated, the unit's business plan and quality improvement plans are developed, implemented, monitored and evaluated.

- Monitors consumer concerns, assists with the resolution and refers the matters to the Nurse Unit Manager and/or DON/Executive on call.

2. Organisational responsibilities:

- Ensure compliance with BH risk management policy and guidelines.
- To promote and communicate effectively within, and external to the organisation.
- To promote practices, which comply with the policies and procedures of BH and actively participate in the maintenance and implementation of relevant policies and procedures.

3. Residential services specific activities

- To ensure a current understanding of contemporary issues and practices affecting the holistic management of residents (i.e. complex physical needs of residents, managing behaviours relating to dementia/depression, younger people with acquired brain injuries).
- To maintain a practical working knowledge of Aged Care legislation inclusive of the Aged Care Quality Standards
- You are required to notify your employer and document all incidents of alleged or suspected assaults (including unreasonable use of force and unlawful sexual contact) so that the appropriate response can be undertaken to ensure the health, safety and wellbeing of residents, and to meet record keeping responsibilities under the Act.
- The law also requires staff to report missing residents in certain circumstances so Bendigo Health can respond in line with legislation.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action. All staff must complete mandatory training and competencies as per the Bendigo Health Mandatory Training and Required Learning Policy.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee, you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential Qualifications / Certificates

1. Bachelor of Nursing.

Specialist Expertise

2. 3 years recent experience in Residential Aged Care.
3. Completion or working towards post graduate qualification in management or equivalent.
4. Demonstrated high level of clinical knowledge and skills relevant to Residential Aged Care.
5. High level leadership and interpersonal skills and a demonstrated and proven ability to manage staff in a complex and changing environment.
6. Sound analytical and problem-solving skills
7. Experience in HR management and employee/industrial relations.

Personal Qualities, Knowledge and Skills

8. High level of self-confidence.
9. Ability to give excellent customer service to both internal and external customers.
10. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Aged Care Banning Order Register All new staff are checked against the aged care quality and safety commission banning order register, and must be clear of a general application. If a limited application is in place a suitability assessment will be completed prior to issuing a contract of employment.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

National Disability Insurance Scheme (NDIS) Check Where applicable, completion of a clear National Disability Insurance Scheme (NDIS) Check must be undertaken for all positions providing services under the NDIS. A NDIS check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

Registration with Professional Regulatory Body or relevant Professional Association AHPRA. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.