

Position Description

Position Title	Nurse/Midwife Unit Manager
Position Number	2510
Division	Clinical Operations
Department	Women's Health Clinics
Enterprise Agreement	Registered Nurse and Midwives (Victorian Public Health Service) Single interest Employers Enterprise Agreement 2024-2028
Classification Description	Midwife Manager
Classification Code	NM11
Reports to	Director of Nursing and Midwifery Women's and Children's Services
Management Level	Tier 3 - Business Manager
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.

The Clinical Operations Division

The Clinical Operations Division encompasses acute, allied health, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person-centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

The Women's Health Clinics Department

The team is part of Bendigo Health's Women and Children Department. The Women's Health team at Bendigo Health is an outpatient facility that provides gynaecology, fertility and antenatal care for women of the Bendigo and Loddon Mallee region. Registered midwives are a crucial element of our clinical team and are responsible for providing sensitive, evidence based, family centred care. Women are offered a number of antenatal, intrapartum and postpartum care options including caseload midwifery, midwifery led antenatal care and obstetric care. The team include lactation consultants, maternity support clinicians, social workers, midwifery home care, paediatric home care, and an active education team. Clinics offered include:

- antenatal care;
- colposcopy;
- gynaecology;
- family planning;

- gestational diabetes;
- antenatal assessments and
- Public Fertility Care Service

The Position

The Nurse Unit Manager (NUM) – Women’s Health Clinics is responsible for the provision of leadership and strategic direction to ensure delivery of a high-quality clinical practices and patient-centred care. The Nurse Unit Manager provides the tactical management of operational, financial, human and information resources to the Women’s Health Clinics including Pregnancy Care, Midwifery Care Clinics, Gynaecological/Women’s Health services, Child Birth Education, liaising with the relevant clinical and support services leaders. This role is a key leader within the Directorate and Nursing leadership teams at Bendigo Health and as such will contribute to the overall management, performance and outcomes of the organisation by developing professional and collaborative partnerships and participating in committees and groups to support this. The NUM collaborates with multidisciplinary teams to enhance care delivery, foster innovations in clinic management and supports staff development and excellent patient service. This is a full-time role with the expectation on one clinical shift/week working in either Women’s or Pregnancy care clinics.

Responsibilities and Accountabilities

- Overall management of the clinic inclusive of referral and scheduling processes management.
- Ensure timely service provision as per patient referrals.
- Management of operational budget of unit.
- Management of rosters to reflect demand, inclusive of maintaining the required skill mix and consistency of staff and spread of senior, junior and novice staff across unit.
- Maintaining, updating, initiating and participating in the development of policies and procedures.
- Convening regular staff meetings.
- Liaising with the leadership team to ensure NUM position leave coverage is in place.
- Conducting staff appraisals and coaching staff including leadership development and role-modelling for staff.
- Address workplace issues, resolve conflicts, build and maintain team cohesion with escalation of issues as required.
- Planning and Development of Service provisions for future services
- Dissemination of relevant information to staff.
- Development and promotion of continuous improvement initiatives for unit.
- Monitoring of units Quality Improvement register and actioning where standards are breached.
- Ensure safety and quality incidents are investigated and recommendations implemented.
- Management of daily P&C/OH&S/Payroll issues
- Participate in organisation relevant committees, including Directorate leadership meetings and committees

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.

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

- 1- Registered Nurse and Midwife with Australian Health Practitioners Regulation Agency
- 2- Proven ability in a leadership role with strategic and daily management requirements
- 3- Demonstrated ability to manage change and problem solve
- 4- Significant level of nursing skills and is easily identified as a role model of clinical competence
- 5- Demonstrated ability in the development of cohesive teams and sound knowledge of team functioning
- 6- Excellent communication, interpersonal and conflict resolution skills
- 7- Proven commitment to flexibility and innovation in practice including an evidence-based approach to care
- 8- Demonstrated ongoing commitment to continuous improvement and professional development
- 9- Demonstrated computer skills in Microsoft Outlook (or other e-mail system), Word, Excel and Internet skills to enable quality communication.
- 10- Understanding of and commitment to Health Service Key Performance Indicators

Desirable

- 11- Membership of an appropriate professional association
- 12- Relevant management qualification
- 13- Current experience working in Women's clinics

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.

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

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Registration with Professional Regulatory Body or relevant Professional Association. 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.

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.