

Position Description

Position Title	Nurse Unit Manager – Gibson Street Complex Joan Pinder Nursing Home
Position Number	30008688
Division	Community and Continuing Care
Department	Aged Care Residential Services
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Nurse Unit Manager Level 2
Classification Code	NM11
Reports to	Director of Nursing – Gibson Street Group
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • National Disability Insurance Scheme (NDIS) Check • Aged Care Banning Order Register • Registration with Professional Regulatory Body or relevant Professional Association • Key Personnel check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

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 Management and Leadership Capabilities Statement.

The Nurse Manager will

- support the Director of Nursing to provide operational, strategic, clinical and professional management to the staff of the service, while providing operational, strategic, clinical and professional advice to the Home and Residential Services Team.
- work to maximise AN-ACC funding through earlier intervention, improved data collection and documentation.
- provide effective management, direction, support and development of the Nursing Home nursing staff and non-clinical staff in order to maintain a standard of excellence in nursing practice that reflects the vision and goals of Bendigo Health Care Group.
- ensure safe and quality nursing care is provided and promoted, as dictated by the Australian Nursing Council (ANC) national competency standards, the Code of Ethics and the Code of Professional Conduct for nurses in Australia
- practise and promote continuous improvement and a culture of learning and evidence-based practice. To assist the Director of Nursing in developing and preparing new projects relating to the Nursing Home and Residential Services.
- provide holistic management of residents (i.e. complex physical needs of residents, managing symptoms of unmet needs relating to dementia/depression, younger people with acquired brain injuries).
- maintain a current knowledge of the documentation required for Aged Care and ensure their implementation to optimise resident outcomes.
- maintain a practical working knowledge and implement practice in alignment with Aged Care legislation.
- work with the Residential Care Services leadership team and staff to ensure that the Nursing Home is compliant with the Aged Care Quality Standards.

Responsibilities and Accountabilities

Key Responsibilities

- Assume management responsibility for the facility.
- Liaise with all staff acting as resource and mentor for staff, facilitating and promoting quality resident care.

- Provide clinical leadership and act as a positive role model to all nursing staff.
- Assist the DON with any projects or reports that may be necessary. Ensure the necessary reports are completed and the DON are informed.
- Ensure the facility is appropriately staffed for each shift by maintaining rosters, recruitment and the payroll system (Kronos) with the right staffing mix to meet the residents and the SDCP unit's requirements.
- Ensure and promote safe, recreational, person-centred, psychosocial, goal-orientated care, supporting residents to promote rehabilitation and build on their capabilities in an interdisciplinary environment with the aim of transitioning out following stabilisation.
- Ensure completion of all clinical documentation including residents' assessments, care plans, behaviour support plans, risk assessments, clinical monitoring and the resident of the day process are completed.
- Ensure the management and completion of complex management plans, adverse events and clinical reviews.
- In consultation with the health care team, resident and carers, provide, assist and supervise the planning, delivery and evaluation of a high standard of quality care, inclusive of nursing care which reflects resident's choice and clinical care needs to promote dignity of choice.
- Provide responsible management of human, financial and environmental resources within the home.
- Monitor and manage nursing staff performance, promote and develop professional nursing standards and practice ensuring that annual mandatory education and competencies are satisfactorily completed and continual learning needs are identified.
- Work in consultation with the Residential Aged Care Quality Consultant to ensure the facility has a comprehensive quality system, including audits completed as scheduled with appropriate follow up undertaken, DHHS indicator data is collated, the unit's business plan and quality improvement plans are developed, implemented, monitored and evaluated.
- Manage important issues including mandatory reporting, resident complaints, adverse events, coroners, after hours and notify the DON, After Hours Manager or other health care team members as required.
- Monitor consumer concerns and complaints, assist with the resolution and refer matters to the DON.
- Be responsible for maintaining own education as required (including annual mandatory training in fire/emergency, cardio-pulmonary resuscitation, infection control & safe manual handling), and maintain a personal record of activities completed.
- Maintain a practical working knowledge of Aged Care legislation inclusive of the Aged Care Quality Standards.

Key Selection Criteria

Essential

1. Bachelor of Nursing with current AHPRA registration and full Australian working rights
2. Minimum of 2 years management experience working in Residential Aged Care
3. Completion of post graduate qualifications in Gerontology or Dementia

4. Demonstrated knowledge of Aged Care Quality Standards, and Aged Care legislation
5. High level leadership and interpersonal skills and proven ability to develop and manage staff in a complex and changing environment.
6. Team orientated as well as self-directed and ability to work independently.
7. Strong knowledge of residential funding (AN-ACC) and proven experience with developing and efficiently managing budgets.
8. High level written, and verbal communication skills, problem-solving, planning skills and the ability to meet deadlines and provide required information.
9. An understanding of quality and risk management, and a demonstrated achievement in and commitment to continuous quality improvement.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.