

Position Description

Position Title	Midwife Unit Manager – Women’s Ward
Position Number	30011839
Division	Clinical Operations
Department	Women’s Ward
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Midwife Unit Manager Level 2
Classification Code	RN39
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
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Working with Children Check • Registration with Professional Regulatory Body or relevant Professional Association • 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](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

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

The Position

The Midwife Unit Manager (MUM) – Women’s ward is responsible for the provision of leadership and strategic direction to ensure delivery of a high-quality clinical practices and women/family-centered care within the Women’s Ward environment. The Midwife Unit Manager provides the tactical management of operational, financial, human and information resources to the Women’s Ward, Midwifery Home Care and Lactation Consultants, liaising with the relevant clinical and support services leaders. This role is a key leader within the Directorate and Nursing and Midwifery 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 MUM collaborates with multidisciplinary teams to enhance care delivery, foster innovations in antenatal/postnatal management, supports staff development and excellent patient service. This is a full-time role.

Responsibilities and Accountabilities

Key Responsibilities

Responsibilities and Duties Leadership

- Establish and maintain a strong leadership presence and promote excellence at a unit / ward level
- Role model Bendigo Health values and behaviours when carrying out duties and in dealing with staff, consumers and colleagues
- Role model high standards of professional conduct and an ongoing commitment to sustaining and strengthening performance and accountability.
- Lead by example, and motivate staff to strive for excellence with acknowledgement of high performance.
- Proactively manage retention / recruitment of staff
- Foster an environment that encourages curious and respectful enquiry
- Initiate innovations that support continuous improvement
- Provide proactive leadership and support to sustain evidence-based care within the birth suite and responding to internal and external consumer feedback
- Meet and respond to internal and external reporting requirements
- Develop a performance excellence culture monitoring, reviewing and sharing clinical performance in alignment with the maternity performance indicators and the National Quality and Safety Standards.
- Plan strategically and work dynamically to manage competing priorities of the service/ organization

Evidence Based Care

- Support the establishment of partnerships with women/carers/families and the multidisciplinary team when designing, implementing and maintaining systems of care
- Understand and address key local quality, safety and consumer experience issues and the broader organisational goals
- Drive and sustain a quality care and continuous improvement focus at a local level with an expectation of improved clinical and consumer outcomes

- Lead accreditation preparation and readiness at the local level and ensure standards are sustained on an ongoing basis to ensure optimal achievement at all times
- Utilise consumer experience data to guide service improvement
- Contribute to modifications to policies, procedures and protocols based on evidence-based research and identify areas of practice that need improvement and implementing strategies to improve them

Operational Management

- Work collaboratively and promote effective communication within the multidisciplinary team in the planning, implementation and evaluation of care and clinical outcomes
- Participate in clinical rounding with the multidisciplinary team
- Review and respond to complaints in accordance with the Bendigo Health Consumer Complaint Protocol
- Act to ensure workloads are manageable and the clinical team has the opportunity to self- manage and regulate
- Develop, apply and promote appropriate and innovative models of care
- Enhance/optimize the consumer's experiences, outcomes and safety
- Manage capacity and demand effectively and any risks are escalated appropriately
- Incident reports to be actioned as per organisational procedure
- Utilise dashboards to develop actions to address areas for improvement and enhancement
- Development of strategies to manage unplanned leave on the Unit/Ward to meet organisational targets
- Build, monitor and manage the unit budget in partnership with the Director of Nursing and
- Midwifery of Women's and Children's Services
- Meet Bendigo Health operational, financial and quality key performance indicators
- Identify proposals for submission for capital/grant/special projects and equipment replacement funding
- Ensure appropriate roster management in alignment with organisational guidelines
- Ensure recruitment to vacancies happen expediently reducing reliance on agency and casual staff usage.
- Manage excess annual leave to established targets
- Manage workforce metrics in accordance with KPIs e.g., agency, excess leave, personal leave and vacancy rates
- Demonstrate an understanding of the current Victorian Enterprise Agreement and the Safe Patient Care Act.

Key Selection Criteria

Essential

1. Current AHPRA Registration as a Midwife (with Post Graduate Qualifications) with the Nursing and Midwifery Board of Australia and possession of an annual practicing certificate is mandatory.
2. High level inter-personal skills, as directed by effective communication with senior leaders, clinical staff and all internal and external stakeholders.
3. Ability to implement new models of care, lead and support change and develop a dynamic and cohesive team culture across all disciplines.
4. Proven ability to successfully lead and motivate a clinical services team providing strong strategic direction and positive leadership.
5. Demonstrates management and operational skills including budget development and monitoring including understanding the key principles of financial and workforce management with necessary ability to navigate the required systems and documentation.
6. Ability to prioritise, set goals and objectives and meet deadlines.
7. Demonstrated knowledge and experience in quality improvement processes and activities.

Desirable

8. Holds or working towards a health management qualification or equivalent or Post Graduate qualifications in Nursing or Health Administration/Management.
9. Excellent research and/or quality improvement skills with evidence of applying research to practice. Project management skills, with well-developed conceptual, analytical and time management skills.
10. Knowledge of contemporary human resource management and industrial issues and demonstrated ability to manage staff in changing environments.

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.
- 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.