

Position Description

Position Title	Nurse Unit Manager - Marjorie Phillips Respite Unit
Position Number	30013292
Division	Community and Continuing Care
Department	Aged Care Residential Services – Marjorie Phillips Respite Unit
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Nurse Unit Manager L1 – L2
Classification Code	NM10 – NM11
Reports to	Director of Nursing
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • National Disability Insurance Scheme (NDIS) 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](#)

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

Reporting to the Director of Nursing, the Nurse Unit Manager is responsible for the operational and clinical leadership of Marjorie Phillips, a 12-bed residential respite care service funded by the Australian Government Department of Health and Aged Care.

The service provides temporary accommodation and care for older people awaiting admission to permanent residential aged care. The Nurse Unit Manager ensures the delivery of safe, high-quality, person-centred care and works collaboratively with residents, families, health professionals, and external providers to support timely and appropriate transition to permanent residential aged care within designated funding and program requirements.

Initially the role will be required to set up the service including developing the model of care, recruitment and physical set up in the initial environment. The service will then transition to its longer-term location and the NUM will lead this move.

Responsibilities and Accountabilities

The role is accountable for clinical governance, workforce leadership, quality and compliance, resident outcomes, and the effective day-to-day management of the service.

Key Responsibilities

- Assume operational and clinical management responsibility for the respite care service including completing clinical shifts two days each week.
- Provide clinical leadership, guidance and support to staff, promoting a culture of high-quality, person-centred care.
- Ensure residents receive care that maintains their health, wellbeing, independence, dignity and quality of life
- Coordinate resident admissions, assessments, care planning, clinical reviews and discharge processes, ensuring accurate and timely documentation.
- Support residents, families and carers to identify and secure appropriate permanent residential aged care placements within required program timeframes.
- Manage complex care needs, including clinical reviews, behaviour support, risk management, adverse events and mandatory reporting requirements.
- Ensure the service is appropriately staffed through effective workforce planning, rostering, recruitment and payroll management.
- Monitor staff performance and development, ensuring mandatory training, competencies and professional practice requirements are met.
- Maintain compliance with the Aged Care Quality Standards, relevant legislation, funding requirements and organisational policies.

- Coordinate quality improvement activities, audits, performance reporting, accreditation requirements and continuous improvement initiatives.
- Respond to and manage resident, family and stakeholder feedback, complaints and concerns, escalating matters as required.
- Manage human, financial and environmental resources effectively to support the efficient operation of the service.
- Work collaboratively with the Director of Nursing, multidisciplinary team, external service providers and government agencies to achieve positive resident outcomes.
- Maintain current professional knowledge and skills, including completion of all mandatory education and training requirements.

Key Selection Criteria

Essential

1. Registered Nurse with current registration with the Australian Health Practitioner Regulation Agency (AHPRA).
2. Previous experience in a Nurse Unit Manager, Clinical Nurse, Care Manager or equivalent leadership role within aged care.
3. Demonstrated excellent communication, negotiation and relationship-management skills, with the ability to provide information and support to residents and families, facilitate difficult conversations, and liaise effectively with internal and external stakeholders to coordinate care and transition planning.
4. Proven leadership and management experience, with the ability to lead teams, manage change and achieve service outcomes.
5. Demonstrated understanding of contemporary aged care practice, person-centred care principles and the Aged Care Quality Standards.
6. Demonstrated commitment to quality improvement, risk management and continuous professional development.

Desirable

7. Experience managing respite, transitional care or residential aged care services.
8. Knowledge of My Aged Care processes and residential aged care placement pathways.
9. Experience in workforce management, rostering and budget management.
10. Experience coordinating quality, accreditation and compliance activities within an aged care setting.

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.