Position Description

Position Title	Associate Nurse Unit Manager
Position Number	30028359
Division	Clinical Operations
Department	Surgical Services
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Associate Nurse Manager Year 1 -2
Classification Code	YW11 – YW12
Reports to	Nurse Unit Manager
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 5,000 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, 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.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's (including an Early Parenting Centre) 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 covering the Loddon Mallee region. 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 Specialist Clinics Team

The team is part of Bendigo Health's Acute Ambulatory and Critical Care Department.

Specialist Clinics (Outpatients) is the referral centre for patients seeking consultation for elective and non-emergency treatment at Bendigo Health's hospital campus as a public patient. Approximately 40,000 patients are seen in the Specialist Clinics annually.

The clinics provides a facility for the assessment and management of patients referred for care by specialist physicians and surgeons. The demand for this service is high and, as a consequence, the team caters for a large numbers of patients. Consultants who attend the clinics specialise or have special interest in a variety of specialties. Including:

- ENT
- Endocrinology
- Dermatology
- Gastroenterology
- General Medicine
- General Surgery
- Infectious diseases
- Neurology
- Renal
- Ophthalmology
- Orthopaedics
- Paediatrics

- Paediatric surgery
- Plastic Surgery
- Respiratory medicine
- Urology

The Position

The Associate Nurse Unit Manager (ANUM) in the Specialist Outpatient Clinics is responsible for providing effective leadership and management support within the outpatient setting. This role involves overseeing the delivery of high-quality patient care, managing staffing requirements, and ensuring the efficient operation of the Specialist Outpatient Clinics. The ANUM collaborates closely with the Nurse Unit Manager (NUM) and interdisciplinary team members to promote excellence in patient outcomes and service delivery.

Responsibilities and Accountabilities

Key Responsibilities

1. ***Leadership and Supervision:***
   - Provide leadership and strategic direction to the nursing and administration team that, in collaboration with the NUM, supports the Bendigo Health Strategic Plan and compliance with the Specialist clinics in Victorian hospitals – Access policy.
   - Provide operational oversight of the nursing and administration team on a daily basis.
   - This position will provide professional leadership to the nursing and administration team, both by direction and role-modelling, which ensures optimal patient outcomes. Ensuring adherence to best practices and organisational policies.
   - Meaningfully interpret and communicate the organisations strategic direction and assist to create innovative work practices to assist staff in meeting KPIs.
   - Foster a positive and collaborative work environment conducive to professional growth and development.
   - This position will provide regular supervision, training opportunities, coaching, mentoring and guidance to its direct reports. This includes being responsible for performance management of staff whose performance is having a negative impact. The incumbent will assist with the annual performance reviews for nurses in according to the PRDP schedule.
   - Actively participate in innovation and support the team through the change process. Develop and lead change management in such a way as to support and guide the nursing staff in an environment of continuous change.

2. *Clinical Oversight:*
   - Ensure the provision of safe, effective, and evidence-based nursing care to patients attending the outpatient clinic.
   - Monitor patient flow and clinic operations to optimise efficiency and minimise wait times.
   - Collaborate with healthcare providers to coordinate patient care and facilitate seamless transitions between outpatient services and other healthcare settings.

3. *Staffing and Resource Management:*
   - Participate in the recruitment, orientation, and ongoing education of nursing staff.

- Allocate resources effectively to meet patient care demands and maintain appropriate staffing levels.
- Manage rostering, leave planning, and staff scheduling to ensure adequate coverage on any given day.
- Organise workflow of nursing staff to ensure safe and effective nursing care is provided.
- Ensure that policies and procedures are understood and adhered to and participate in staff development and training as required.

4. Quality Improvement and Compliance:
- Implement quality improvement initiatives to enhance patient outcomes and service delivery.
- Monitor compliance with relevant regulatory standards, policies, and procedures.
- Participate in clinical audits, incident reporting (through VHIMS), and risk management activities as required.

5. Communication and Collaboration:
- Facilitate effective communication and collaboration among interdisciplinary team members, including physicians, allied health professionals, and administrative staff.
- Serve as a liaison between nursing and administration staff and management, conveying concerns, feedback, and recommendations for improvement.
- Actively participate in meetings, committees, and forums related to outpatient clinic operations and patient care.

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. Current registration with AHPRA as a registered nurse
2. Thorough understanding and working knowledge of the Victorian Public Hospitals Access Policy and Statewide Referral Criteria.
3. Experience in nursing at a senior level in a wide range of areas both medical and surgical
4. Demonstrated ability to lead a team to provide exceptional service
5. Demonstrated ability to actively support innovation and service development as well as an ability to adjust work practices to accommodate change.
6. Demonstrated ability to continually strive to achieve the best service with the resources available.
7. Demonstrated ability to work as part of a team, as well as work independently

Desirable

8. Knowledge of IT systems used at Bendigo Health

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 the Bendigo Health's various infection control policy and procedures. All staff are required to have a current influenza vaccination and all COVID mandatory immunisations 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 For example, AHPRA, AHRI, RACS etc. 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.