

Position Description

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| Position Title | Associate Nurse Unit Manager |
| Position Number | 30028419 |
| Division | Clinical Operations |
| Department | Acute Ambulatory and Critical Care |
| 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.

6A Short Stay Observation Unit and Assessment Treatment Unit

The 6A team is part of Bendigo Health's Acute Ambulatory and Critical Care Department.

The Short Stay Observational Unit (SSOU) admits approximately 8,000 patients each year and is staffed by a dedicated team of professionals including emergency medicine specialist doctors, nurses and clerical staff. The SSOU actively supports patient flow through the Emergency Department by providing targeted care for patients requiring short-term hospitalisation (more than 4 hours of care but no longer than 24 hours) and who are on a defined pathway to discharge.

The Assessment & Treatment Unit (ATU) is a mixed medical/surgical unit that provides access to care for patients with an expected LOS of less than 72 hours. Patients are admitted via acute units of the hospital i.e. Emergency Department, Interventional Suite, step-down from Intensive Care, other acute wards. Patients are cared for by an inpatient specialty team and have a defined pathway to discharge.

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 Staff Capabilities Statement. Refer to link at top of page.

The primary responsibilities of the 6A ANUM are to optimise timely admissions to the unit and ensure patient care is delivered in a safe and timely manner. This will be achieved by working in partnership with the NUM, Duty Medical Consultant and Patient Access and Demand team to coordinate bed requests, facilitate timely patient transfers and influence discharge planning with the intention to meet SSOU and Inpatient Key Performance Indicators (KPI).

Bendigo Health offers a supportive work environment that assists staff in understanding their work related responsibilities.

Responsibilities and Accountabilities

Position Specific Responsibilities and Duties

Strategic alignment

Leadership – This position will be responsible for ensuring that the team is equipped to deliver strategic goals of the organisation by managing, coaching and supporting direct reports.

- Deputise for the NUM in their absence
- The ANUM will lead the staff in data entry for the KPI's by monitoring through the hourly "board" rounds that focus on NEAT data in real time.
- Support the Nurse Unit Manager in leading and managing the unit in line with the Bendigo Health policies and procedures and strategic plans.

Deliver Results – This position will be required to contribute to the organisational strategic planning process by planning, setting and monitoring clear targets for the team plan and ensuring that projects are linked to the goals of the organisations strategic plan.

Service Excellence– As part of working as one this position will contribute to providing a standard of excellence in customer service. This will be measured internally via staff surveys and externally via customer and community feedback to ensure that the organisation is delivering professional and efficient customer service.

- Report and respond to clinical risks contemporaneously. Escalate risks unable to be resolved to the NUM / AHM and through VHIMs.
- Manage daily shift roster to meet nursing staff standards i.e. replacing sick leave and managing staff allocation and skill mix. Apply EBA principles to decision making with rostering and shift replacement.

Financial accountability

Analysis and Problem Solving – This position will contribute to all clinical/ non-clinical reporting including qualitative and quantitative analysis as required accurately and within time constraints.

Compliance – This position will comply with all delegated authorities and limits and actively communicate any problems, changes or issues that senior management should be aware of. It will also be conscious of the quality, risk, OH&S and other legislative requirements there are when implementing systems, processes and practices.

Innovation – This position will demonstrate strong problem solving skills, including the ability to develop new processes and make improvements to processes and services.

People management accountability

Communicate with influence –This position will assist in driving towards the development of a high performance culture through strong leadership. It will meaningfully interpret and communicate the organisations strategic direction and assist to create innovative work practices to assist staff with the change process.

- Participate in and influence change management and improvement processes.

Performance Management - This position will provide regular supervision, training opportunities, coaching, mentoring and guidance to its direct reports. The incumbent will ensure that the annual performance reviews for its direct reports are completed on time. This includes being responsible for addressing issues that negatively impact performance.

- Lead a “Mentor Tree” team and complete team annual PDRPs.
- Identify nursing staff that require additional educational support, collaborate with NUM and clinical support team to implement a development plan program when needed.

Collaboration – This position will develop a collaborative and effective team by communicating meaningful information regularly. The position will also manage professionally and in a timely manner any issues associated with working together such as dealing with differences, conflict, shared goals and team morale.

Technical/clinical accountability

- Demonstrate a comprehensive knowledge and understanding of all ED and hospital wide KPI's and be responsible for ensuring all emergency department / SSOU / inpatient KPIs are met.
- Identify barriers to patient flow which may prevent KPI targets being met. A key responsibility is to notify and work with the NUM to develop strategies that will ensure solutions are implemented to overcome common barriers.
- Demonstrate thorough understanding of Short Stay Observational Unit (SSOU) admission criteria, and facilitate early admission and discharge to ensure patient flow to the unit is maximized.
- Demonstrate safe discharge planning principles and facilitate early transfers to regional hospitals and residential aged care partners.
- Leadership of shift huddle at commencement and end of shift, promote bedside handover and designate time for meal breaks.
- Manage the quality portfolio allocated as part of the ANUM role. This will include meeting attendance and managing any outcomes or changes as required.

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 as Registered Nurse with the Australian Health Practitioner Regulation Agency. Nursing and Midwifery Board Australia
2. Comprehensive understanding of Emergency Department access and whole of hospital patient flow principles.

Desirable

3. Awareness of Practice Standards for emergency nurses as per College of Emergency Nursing Australia (CENA) and promote these standards.

4. An awareness of Australian Nursing Council (ANC) national competency standards, codes of ethics and the Code of professional conduct for Nurses in Australia
5. High level of self-confidence
6. Ability to interact and communicate with a diverse range of people at all levels
7. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills

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.

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.

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

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.