

Position Description

Position Title	Associate Nurse Unit Manager
Position Number	30100345
Division	Clinical Operations
Department	Emergency Department
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
Mandatory Requirements	• National Police Record Check • Working with Children Check • Registration with Professional Regulatory Body or relevant Professional Association • 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.

The primary responsibilities of the Emergency Department (ED) Associate Nurse Unit Manager (ANUM) are to optimise the patient flow through the ED and to ensure that care is delivered in a safe and timely manner. This will be achieved by working in partnership with the duty medical consultant to coordinate bed requests, arrange patient transfers and monitor the status of ambulance arrivals and the waiting room to ensure time to treatment Key Performance Indicators (KPI) are met.

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

Responsibilities and Accountabilities

Key Responsibilities

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 time to treatment and discharge 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.

- Clinical risks must be reported to the NUM / AHM and through the state incident data base.
- Management of roster shortfalls on a day to day basis ie replacing sick leave and managing staff allocation and skill mix.

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.

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.

- Assist NUM with professional development review of nursing staff in the emergency department.
- Identification of nursing staff that require educational support must be reported to the NUM and with the CNC support/ implement the development program for those staff.

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

- The ANUM must have a comprehensive knowledge and understanding of all ED and hospital wide KPI's and is responsible for ensuring all emergency department KPIs are met.
- The ANUM is responsible for identifying any barriers to patient flow which may prevent KPI targets being met. A key responsibility will be to notify and work with NUM to develop strategies that will ensure that these barriers are removed.
- The ANUM will have a thorough understanding of short stay observational unit (SSOU) admission criteria, be able to identify patients suitable for admission to the SSOU and facilitate this admission at the earliest opportunity to ensure patient flow to the unit is maximised.
- A key component to meeting best care and KPI's is the promotion and leadership of the "team nursing" staff allocation model will include bedside handover and the allocation of a designated time for meal breaks.
- Manage the portfolio allocated as part of the ANM role. This will include meeting attendance and managing any outcomes or changes as required. Portfolios include but not limited to disaster management, quality improvement, risk management, rosters, patient flow, ward liaison (including psychiatry), Occupational Health and Safety

Key Selection Criteria

Essential

1. Current registration as Registered Nurse with the Australian Health Practitioner Regulation Agency, Nursing and Midwifery Board Australia
2. Post graduate qualifications in Emergency or Critical Care nursing

3. Recent and comprehensive experience in Emergency Nursing
4. Thorough understanding of Emergency Department KPI's
5. Comprehensive understanding of Emergency Department access and patient flow issues
6. High level of self-confidence
7. Ability to interact and communicate with a diverse range of people at all levels

Desirable

8. Previous experience in an ANUM position
9. An awareness of Australian Nursing Council (ANC) national competency standards, codes of ethics and the Code of professional conduct for Nurses in Australia
10. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills

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.