

## Position Description

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| Position Title             | Associate Nurse Manager  |
| Position Number            | 30100346   |
| Division                   | Clinical Operations  |
| Department                 | Ward 4A  |
| Enterprise Agreement       | Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028  |
| Classification Description | Associate Nurse Unit Manager Year 1 - 2  |
| Classification Code        | YW11 – YW12  |
| Reports to                 | Nurse Unit Manager   |
| Management Level           | Non Management   |
| Staff Capability Statement | Please click here for a link to <a href="#">staff capabilities statement</a>   |
| Mandatory Requirements     | <ul style="list-style-type: none"> <li>• National Police Record Check</li> <li>• Registration with Professional Regulatory Body or relevant Professional Association</li> <li>• Immunisation Requirements</li> </ul> |

## 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

Located on the 4th Floor of the New Bendigo Hospital, Ward 4A is a 28-bed ward which has been set up to specialise in General Medical, Renal and Stroke patients. A non-geographical Acute Medical Unit model of care has been adopted across both wards 4A and 5A allowing for Acute Medical patients admitted from the Emergency Department to be assessed and managed by consultant led Acute Medical Teams on both wards.

Managers at Bendigo Health are an integral part of the health care service team, providing leadership and direction to a dedicated staffing group.

Under the direction of the Nurse Business Manager, provides clinical and management leadership in the delivery of quality, patient centred care within the Medical Ward in line with Bendigo Health's (BH) policies and procedures, the Strategic Plan, key performance indicators (KPI's), ensures adequate, safe, quality, nursing standards are maintained.

Ensures processes are reviewed and refined in the Medical Ward, using a lean thinking framework. Liaises with acute and community services to promote coordinated care across the health continuum. Provides performance measurement to all staff and management of Medical Ward processes by ongoing development and actioning of both internal and external performance indicators as directed by Nurse Unit Manager.

Progressively develops processes and systems that improve service integration and patient outcomes. In liaison with Medical Ward staff, coordinates patient flow including admission and discharge of patients, ensures standards of care are developed and maintained through the continuous quality improvement process and meets the requirements of NSQHS Accreditation and all relevant statutory requirements.

Provides excellent clinical leadership and a point of liaison with other services in team. Identifies training and education needs of staff and assists in the development of a formal education plan for the Medical Ward. Ensure that clinical and educational activities within the unit reflect current issues, trends and research.

Progressively develops a patient focused ethos and a sense of pride and purpose in the unit. Liaises with medical and allied health professionals within and external to Bendigo Health Care Group as needed.

## 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.

**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.

#### *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.

**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.

## Key Selection Criteria

### Essential

1. Be registered as a Registered Nurse with the Nursing and Midwifery Board of Australia AHPRA.
2. Postgraduate qualifications in management or equivalent is preferred, or a willingness to undertake such a course.
3. Demonstrated high level of clinical knowledge and skills and awareness of current issues and trends relevant to Medical Ward, including knowledge of the ANMC competency standards and Codes of Practice / Ethics and relevant statutory requirements
4. Previous experience at a clinical management level in medical services or related field
5. Sound appreciation of key concepts of quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards)
6. Demonstrated ability to contribute to and practice collaboratively as part of a multidisciplinary team
7. Demonstrated ability to effectively coordinate the clinical management of patients
8. Demonstrated high level of inter-personal skills with the ability to effectively liaise with other departments and health professionals within the organisation
9. Demonstrated ability provide leadership in an environment of change

## 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.*