Position Description

Position Title	Nurse Unit Manager
Position Number	30102689
Division	Clinical Operations
Department	Special Care Nursery
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Nurse Unit Manager Level 2
Classification Code	NM11
Reports to	Director of Nursing and Midwifery, Women's and Children's Services
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 • 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

The Nurse Unit Manager (NUM) - Special Care Nursery (SCN) is responsible for the operational, clinical, professional and strategic leadership of a Level 4 Special Care Nursery.

The role provides leadership to nursing and midwifery staff caring for neonates requiring specialised monitoring, assessment and treatment, ensuring the delivery of safe, high-quality, family-centred care that aligns with contemporary neonatal practice and organisational objectives.

The NUM is accountable for the effective management of the Special Care Nursery, including workforce management, clinical governance, quality improvement, service planning, financial stewardship and achievement of key performance indicators. The role works collaboratively with maternity, paediatric, neonatal, allied health and community services to ensure integrated care across the continuum from birth through to discharge.

Responsibilities and Accountabilities

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 Responsibilities

- To work closely with Directors, Medical staff, Senior Managers and other managers and staff to shape organisational strategy, improve service provision and achieve departmental and health service strategic objectives.
- Engage in planning, implementing and evaluating practices, processes and services within the unit and organisation as required.
- Maintains and updates own professional development portfolio to demonstrate ongoing commitment to learning and best practice
- Management of unit mandatory training requirements and facilitating access to applicable training to guarantee staff and are up-to-date with relevant skills and competencies.
- Monitor and efficiently manage the EFT establishment and implement an effective workforce planning model in consultation with the Director of Nursing and Midwifery
- Ensure that the delivery of nursing care within the unit is at optimal level, is evidence based, efficient and meets the needs of newborns and their families
- Actively participate in preparing the annual operating budget, which estimates financial expenditure for human and material resources and capital equipment requirements for the unit/ ward.
- Develops and maintains sound relationships with the women's and children's team to ensure best possible team work and consumer centred care is achieved.
- Creates a team environment which promotes engagement, a positive workplace culture, opportunity for learning and development and safety and welfare of employees
- Participates in relevant committee processes, attends relevant meetings and prepares and submits reports as required
- Communicates a positive vision for change and supports the team through the change process.
- Effectively deals with challenging behaviours and the resolution of conflict within own clinical unit/department
- Have a sound knowledge of your current profession including policies and practices and be able to initiate, manage and nurture a culture that embraces change in accordance with best practice, organisational policies and procedures and state legislation.

Key Selection Criteria

Essential

1. Registration or eligibility for registration, as a Registered Nurse, with the Nursing and Midwifery Board of Australia and possession of an annual practicing certificate is mandatory

2. Demonstrates advanced level of neonatal nursing skill and experience in neonatal intensive care unit
3. Demonstrated experience in planning and managing change in a service management role within a public health sector

4. Proven ability to successfully lead and motivate a clinical services team providing strong strategic direction and positive leadership.
5. Demonstrated ability to establish and maintain professional relationships with all levels within the organisation with excellent interpersonal and communication skills.
6. The ability to show a high level of quality customer service and management

Desirable

7. Demonstrates management and operational skills including budget development and monitoring including understanding the key principles of financial and workforce management with necessary ability to navigate the required systems and documentation
8. Postgraduate qualifications in Nursing or Health administration/management

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.