

Position Description

Position Title	Nurse Unit Manager – Children’s Ward
Position Number	30102804
Division	Clinical Operations
Department	Children’s Ward
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	<ul style="list-style-type: none"> • 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 Children's Ward Nurse Unit Manager (NUM) is a senior operational/clinical role at Bendigo Health. Working closely with and reporting to the Director of Nursing and Midwifery, Women's and Children's Services, the NUM will lead day to day clinical operations and support the clinical team.

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

The position has stream responsibilities in relation to operational and functional process of the specific units and is the key driver in the development and implementation of the business and strategic plan. Through visible and accessible leadership, the Nurse Unit Manager (NUM) is at the forefront of providing care that is underpinned by safe, coordinated and high-quality patient centred care across the multidisciplinary environment of their unit. The role is responsible for ensuring positive patient outcomes while maintaining staff satisfaction and engagement. The NUM will achieve this through the development of effective partnerships, leadership and management of all nursing staff and resources, within a multidisciplinary team environment.

The NUM must provide clinical leadership and management expertise, to be an active mentor, role model, and to facilitate the development of clinical and management skills in all staff within their unit. The NUM will work alongside the team to ensure that their clinical leadership and administrative capability and presence within the unit and reports directly to the Director of Nursing and Midwifery Women's and Children's services. The NUM has a shared responsibility to ensure that organisational requirements, budgets, and targets are achieved.

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.

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.

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

Leadership

- Establish and maintain a strong leadership presence and promote excellence at a unit / ward level
- Role model Bendigo Health values and behaviours when carrying out duties and in dealing with staff, consumers and colleagues
- Role model high standards of professional conduct and an ongoing commitment to sustaining and strengthening performance and accountability.
- Lead by example, and motivate staff to strive for excellence with acknowledgement of high performance.
- Proactively manage retention / recruitment of staff
- Foster an environment that encourages curious and respectful enquiry
- Initiate innovations that support continuous improvement
- Provide proactive leadership and support to sustain evidence-based care within the birth suite and responding to internal and external consumer feedback
- Meet and respond to internal and external reporting requirements
- Develop a performance excellence culture monitoring, reviewing and sharing clinical performance in alignment with the maternity performance indicators and the National Quality and Safety Standards.
- Plan strategically and work dynamically to manage competing priorities of the service/ organization

Evidenced Based Care

- Support the establishment of partnerships with children, families and the

multidisciplinary team when designing, implementing and maintaining systems of care

- Understand and address key local quality, safety and consumer experience issues and the broader organisational goals
- Drive and sustain a quality care and continuous improvement focus at a local level with an expectation of improved clinical and consumer outcomes
- Lead accreditation preparation and readiness at the local level and ensure standards are sustained on an ongoing basis to ensure optimal achievement at all times
- Utilise consumer experience data to guide service improvement
- Contribute to modifications to policies, procedures and protocols based on evidence-based research and identify areas of practice that need improvement and implementing strategies to improve them

Operational Management

- Work collaboratively and promote effective communication within the multidisciplinary team in the planning, implementation and evaluation of care and clinical outcomes
- Participate in clinical rounding with the multidisciplinary team
- Review and respond to complaints in accordance with the Bendigo Health Consumer Complaint Protocol
- Act to ensure workloads are manageable and the clinical team has the opportunity to self- manage and regulate
- Develop, apply and promote appropriate and innovative models of care
- Enhance/optimize the consumer's experiences, outcomes and safety
- Manage capacity and demand effectively and any risks are escalated appropriately
- Incident reports to be actioned as per organisational procedure
- Utilise dashboards to develop actions to address areas for improvement and enhancement
- Development of strategies to manage unplanned leave on the Unit/Ward to meet organisational targets
- Build, monitor and manage the unit budget in partnership with the Director of Nursing and Midwifery of Women's and Children's Services
- Meet Bendigo Health operational, financial and quality key performance indicators
- Identify proposals for submission for capital/grant/special projects and equipment replacement funding
- Ensure appropriate roster management in alignment with organisational guidelines
- Ensure recruitment to vacancies happen expediently reducing reliance on casual staff usage.
- Manage excess annual leave to established targets
- Manage workforce metrics in accordance with KPIs e.g., agency, excess leave, personal leave and vacancy rates
- Demonstrate an understanding of the current Victorian Enterprise Agreement and the Safe Patient Care Act.

Key Selection Criteria

Essential

1. Current registration as a Registered Nurse with the Nursing and Midwifery Board of Australia through the regulatory body, Australian Health Practitioner Regulation Agency (AHPRA)
2. Demonstrated clinical knowledge, experience and skills in paediatric nursing
3. Proven ability to successfully lead and motivate a clinical services team providing strong strategic direction and positive leadership
4. Flexibility to operate in an environment of change and continuous improvement
5. Demonstrated ability to establish and maintain professional relationships with all levels within the organisation through the use of excellent interpersonal and communication skills
6. Demonstrated ability to work in a team and in collaborative work environment
7. Demonstrated ability to identify process improvements and implement effective solutions

Desirable

8. Experience in preparing, planning and implementing budgets, business cases in alignment with organisations strategic direction
9. Post Graduate Qualification in Nursing or Health Administration/Management
10. Post registration or post graduate qualification or further study in Paediatric Nursing

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.