

Position Description

Position Title	Nurse Unit Manager
Position Number	30010274
Division	Clinical Operations
Department	Early Parenting Centre
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Nurse Unit Manager Level 1
Classification Code	NM10
Reports to	Director
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 • Drivers Licence • 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](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

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

The Position

The Nurse Unit Manager (NUM) is a senior operational/clinical role at Bendigo EPC. Working closely with and reporting to the Director of Nursing, the NUM will lead day to day EPC operations and support the clinical team across all EPC services, including the residential unit and day stay programs.

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 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.

The role forms part of a multidisciplinary management team, and oversees the residential program, telehealth, and other programs. It has a responsibility to ensure that organisational requirements, budgets, and targets are achieved.

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.

Technical/clinical accountability

- Provide effective coaching, leadership and mentoring to support staff to meet organisational goals and expectations.
- Lead a team-based model of care throughout the organisation and its programs.
- Maintain open communication with babies, toddlers, families, colleagues, and the greater community.
- Ensure the safety of babies, toddlers and families that use the service. This is achieved by promoting safe work practices, ensuring that assessment tools are used and reported on, notes are completed and consulting with staff as required.
- Leading, developing, and fostering a consistent approach to practice across all program delivery
- Facilitate clinical staff education, training, and professional development needs.
- Ensure effective resource management including human resources and corporate services.
- As part of the management team, actively engage in activities that review and enhance the risk register and ensure this is operationalised across all areas of service provision.
- Monitoring and reporting of targets and performance to ensure compliance with the requirements of funding agreements/contracts.
- Collaborate with workforce team to ensure that staff rosters are formulated and maintained in accordance with the relevant industrial instruments.
- Actively participate in the performance review process including delegation of responsibilities to Team Leaders to conduct performance reviews for Early Parenting Practitioners and other appropriate clinical roles.
- To work closely with Directors, Senior Managers and other managers and staff to shape organisational strategy, improve procedural service provision and achieve departmental and health service strategic objectives.
- Engage in planning, implementing and evaluating practices, processes and services within the department and organisational as required.

- Maintains and updates own professional development portfolio to demonstrate ongoing commitment to learning and best practice.
- Monitor and efficiently manage the EFT establishment and implement an effective workforce planning model in consultation with the Director of Nursing.
- Manage the operational requirements of the department by effectively utilising supernumerary and clinical time to support a responsive and flexible service.
- Develops and maintains sound relationships with the multidisciplinary team to ensure best possible team work and consumer centred care delivery to patients.
- 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.

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. Post Graduate qualification in Maternal and Child Health Nursing
3. At least 5 years of experience in Nursing, preferably with recent management experience.
4. Extensive clinical and leadership experience, preferably in the context of working with families with existing and emerging challenges (vulnerable children and families).
5. A family-centred focus with adaptability, diversity, innovative thinking and application of evidence into practice and self-management.
6. Ability to implement new models of care with a focus on strategic direction, lead and support change, and develop a dynamic and cohesive team culture across all disciplines.
7. Demonstrated ability to establish and maintain professional relationships with all levels within the organisation through the use of excellent interpersonal and communication skills.
8. Ability to prioritise, set goals and objectives and meet deadlines
9. Demonstrates management and operational skills including budget development and monitoring including understanding the key principles of financial and workforce management.

Desirable

10. Previous experience working in an EPC or community based services to support early parenting

Additional Information

- EPC services close down for the period of Christmas/New Year and Easter and staff are encouraged to take annual leave at this time.

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.
- 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.