



WWHS

## West Wimmera Health Service

### Position Description

<b>Position:</b>	Nurse Unit Manager – Jeparit
<b>Location:</b>	Based at Jeparit
<b>Reporting to:</b>	Director of Nursing – Jeparit
<b>Division:</b>	Clinical Services
<b>Award:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020 – 2024
<b>Level:</b>	NM10 – Nurse Unit Manager Level 1

#### **Overview of West Wimmera Health Service**

Our community is the heart of West Wimmera Health Service. We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometre region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

#### **Our Purpose – *Great care, every person, every time.***

#### **Our Strategic Goals**

##### ***Our people – Inclusive, Respectful, Productive***

To be a great place to work where everyone contributes and everyone belongs.

##### ***Our Care – Safe, effective, Innovative***

To fully embrace new technologies and processes that enable world class rural healthcare.

##### ***Our Community – Connected, Informed, Healthy***

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

##### ***Our Future – Environmentally Responsible, Economically Secure***

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align with the Service's operations with established ESG principles.

## Our Values



### **TOTAL CARE**

Delivering care that is safe, effective and person-centred, always.



### **SAFETY**

Providing a safe workplace and services free from avoidable harm.



### **UNITY**

Working well together in a great place to work.



### **ACCOUNTABILITY**

Doing the right thing by our stakeholders and ourselves.



### **INNOVATION**

Using our imagination - if there's a better way we will find it.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities

### **Position Relationships:**

<b>Key Internal Relationships</b>	<b>Key External Relationships</b>
<ul style="list-style-type: none"> <li>• Residents / Patients</li> <li>• Multi-disciplinary Team</li> <li>• Director of Nursing</li> <li>• Executive Director</li> <li>• Visiting Medical Officer's</li> <li>• Volunteers</li> <li>• Students</li> </ul>	<ul style="list-style-type: none"> <li>• Consumers</li> <li>• Families</li> <li>• Consultants</li> <li>• Community</li> <li>• Visitors</li> </ul>

### **Position Overview:**

The Nurse Unit Manager will lead a team of nursing professionals and health care workers to deliver quality care in a renowned and fully accredited acute hospital, urgent care centre and residential aged care facility, while being embraced in a supportive culture, for career development by one of Victoria's largest rural health services.

The Nurse Unit Manager works with the Director of Nursing to coordinate the clinical team, resident and patient assessment and documentation, and general needs related to the Jeparit facility.

Strong communication skills, diplomacy and the ability to take the lead and be part of the team are essential.

### **Key Responsibilities:**

- To ensure the health service delivers quality services at all times.
- To continuously improve health service delivery through effective management of the facility.
- Oversee all supervisory duties of the unit, overseeing Registered Nurses, Enrolled Nurse and Health Care Workers.

## **Statement of Duties**

### **Professional Practice:**

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role and actively promote compliance to any such standards and legislation.
- Ensure staff have a well-developed knowledge of the current aged care funding instrument process so validation is maintained via assessments and documentation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend required clinical and staff meetings and education.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Recognise, respond, and escalate changes in the residents and / or patient's condition.
- Set work schedules, delegate assignments, assign tasks and evaluate employee job performance, as well as performance management as required to ensure excellent resident and patient care.
- Mentor staff, offering clinical and career advancement opportunities.
- Set goals and standards, applying evidence-based standards and health care research.
- Monitor resident and patient care to ensure it meets the standards, and review documentation and assessment records to analyze the effectiveness and efficiency of the care provided.
- The Nurse Unit Manager will consult with all relevant parties to determine preferred and recommended treatment options in line with the Aged Care Quality Standards and the National Safety and Quality Health Service Standards.
- The Nurse Unit Manager not only monitors overall care, but they also review an individual resident's necessary care, especially if it is complicated or if the resident/patient is not responding to treatment.
- Address questions or complaints brought forward by residents or their families.
- The Nurse Unit Manager in collaboration with the Director of Nursing oversees the budget, including personnel, supplies and other expenses; and the maintenance of an adequately skilled workforce, including recruitment, training and staff development programs.
- Any other associated duties as delegated by the Director of Nursing Jeparit at any time.

### **Quality, Safety and Risk Management:**

- Continually work towards ensuring care adheres to the Aged Care Quality Standards and the National Safety and Quality Health Service Standards.
- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with West Wimmera Health Service policies and protocols.
- Participate in relevant quality improvement activities as directed by the Director of Nursing.
- Identify and report relevant risks including those relating to People and Culture management, industrial relations and actively work other staff as appropriate to effectively manage such risks.
- Ensure you are aware of the West Wimmera Health Service's emergency procedures.

### **Communication:**

- Maintain a professional and friendly approach in all interpersonal communication with residents, families, volunteers, and colleagues.
- Ensure effective and open lines of communication with other relevant team members and the West Wimmera Health Service management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.

- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop, and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.

### **Key Selection Criteria**

#### **Essential:**

1. Eligible for registration as a Registered Nurse with the Nursing and Midwifery Board of Australia.
2. Well-developed leadership and effective communication (written and oral) skills, including negotiation and mediation, conflict resolution and problem solving.
3. Well-developed understanding of electronic documentation systems, and current aged care funding tools.
4. Demonstrated understanding and commitment to quality improvement and the Aged Care Quality Standards (aged care) and the National Safety and Quality Health Service Standards (acute care) processes.
5. Ability to motivate a team and display the values of West Wimmera Health Service.
6. Well-developed and recent clinical skills to deliver excellent resident care.
7. Current knowledge of legislative obligations for Equal Employment Opportunity, Disability Services and Occupational Safety Health and how these impact on employment and service delivery.
8. Demonstrated effective organisational skills.
9. Commitment to the delivery of a high standard of customer service.

#### **Desirable:**

10. Hold or working towards a tertiary qualification in management.
11. Post-graduate qualification in relevant to specialty/management or progression towards.

#### **Pre-Requisites for Employment:**

12. NDIS Worker Screening Check.
13. Working with Children Check.
14. Vaccinated for COVID-19.
15. Influenza Vaccination.
16. Australian Driver's License.

#### **Internal Direct Reports:**

Director of Nursing

#### **External Direct Reports:**

Nil

#### **Appraisal:**

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

**Certification:**

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

<b>Authorised By Executive Director of Clinical Services</b>	
<b>Name:</b>	
<b>Signature:</b>	<b>Date:</b>

<b>Position Incumbent Name:</b>	
<b>Signature:</b>	<b>Date:</b>