

Position Title:	Nurse Unit Manager
Operationally reports to:	Director of Nursing / Manager – Euroa Hospital
Professionally reports to:	Chief Nursing and Midwifery Officer
Department:	Euroa Hospital
Directorate:	Clinical Operations
Cost centre:	A0360
Code & classification:	Nurse Unit Manager Level 2 (NM11)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020 – 2024 and its successors, and to the GV Health policies and procedures (and as varied from time to time)
Employment conditions:	

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic 2024-26 Plan* provides the direction for GV Health with key elements summarised below.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, and where mandated, against Influenza. Therefore, employment within GV Health is conditional upon evidence of having been vaccinated. Vaccination against preventable diseases is also highly recommended.

OUR PURPOSE

Is to significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.

 **Compassion**

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.

 **Respect**

- We respect the patient’s voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.

 **Excellence**


- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.

 **Accountability**

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don’t compromise on our standards.

 **Teamwork**

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.

 **Ethical behaviour**

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient’s privacy and trust;
- We stand up against unsafe practice.

CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

ROLE STATEMENT:

The Nurse Unit Manager reports directly to the Director of Nursing / Manager – Euroa Hospital. The Euroa Hospital manages acute, subacute, Transition Care Program, and Restorative Care patients within a level 4 hospital setting and an Urgent Care Centre.

The Nurse Unit Manager is responsible for providing operational and clinical leadership, management, and direction for the Euroa Hospital. The position works collaboratively with the Director of Nursing / Manager and the multidisciplinary team to ensure the delivery of safe, high-quality and patient-centred care to patients.

The Nurse Unit Manager accepts responsibility for the corporate coordination of Euroa Hospital in the absence of the Director of Nursing / Manager.

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Maintain capability for practice and demonstrate accountability for decisions, actions, behaviours and responsibilities
- Ensure the delivery of high-quality and patient-centred clinical care in accordance with legislation, the National Safety and Quality Health Service Standards, evidence-based frameworks, and GV Health policies and procedures
- Ensure appropriate recruitment, rostering and allocation of nursing staff, within the agreed operational budget and in accordance with the relevant Enterprise Agreement and Safe Patient Care Act
- Work collaborative with nursing staff to develop continuing professional development plans that enable the team to maintain and develop scope of practice
- Ensure that key performance indicators related to staff development, including Performance and Development Review and mandatory training, are achieved
- Work collaboratively with the Director of Nursing / Manager to develop and maintain a plan for continuous improvement
- Ensure the efficient coordination of discharges and admissions to support patient flow and maximise occupancy
- Respond to and manage clinical and non-clinical emergencies
- Investigate incidents and implement strategies to reduce the risk of harm to patients
- Investigate and respond to complaints and suggestions, and take corrective action as required
- Develop and maintain effective and open communication processes with the multidisciplinary team, patients and visitors, including, but not limited to, conducting staff meetings and maintaining the CREATE Outstanding Safety and Quality Board
- Ensure audits and inspections are completed as directed
- Develop and maintain clinical practice guidelines that are specific to the Euroa Hospital, and contribute towards the review of organisational procedures and practices
- Participate in and / or lead committees and working groups as requested
- Accept responsibility for the corporate coordination of the Euroa Hospital in the absence of the Director of Nursing / Manager
- Maintain a professional portfolio that demonstrates continuing professional development



- Take reasonable care for your personal physical and psychological health and safety, and that of others who may be affected by your acts or omissions
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

1. Provide quality and safe clinical care for consumers

- Ensure consumers, families/representatives or carers are provided with timely information and are involved in decision making about their care planning and treatment
- Accept accountability for own actions and seek guidance when a situation exceeds experience and/or knowledge
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure
- Comply with best practice healthcare standards, legislation, and GV Health's Clinical Governance Framework and clinical practice guidelines
- Consumer feedback and complaints are responded to appropriately to ensure that issues are resolved and quality and safe clinical care is provided
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards
- Promptly report vital consumer observations that are outside the normal range as per clinical guidelines
- Ensure an effective discharge from hospital or services that reflects the needs of the consumer.

2. Develop and maintain collaborative relationships with all disciplines

- Collaborate and communicate with all members of the health care team to achieve desired consumer outcomes
- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals.

3. Support and participate in evidence-based programs to evaluate and improve the quality of consumer care and outcomes

- Maintain current knowledge of clinical practice
- Actively participate in identifying where improvements can be made to the quality of consumer care
- Participate in clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.

4. Commit to ongoing professional development of self, other employees and the profession

- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health
- Undertake credentialing and review of scope of practice and work within these
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Support the development of others by acting as a resource to colleagues and participating in orientation and preceptoring of new employees and supervising students
- Provision of appropriate supervision to less experienced clinical employees
- Participate in committees and professional groups and disseminate relevant information to other health care professionals.



QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

OTHER REQUIREMENTS FOR ALL CLINICAL EMPLOYEES:

- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health care provider

KEY PERFORMANCE INDICATORS:

- Clinical practice in accordance with the National Safety and Quality Health Service Standards and relevant GV Health policies and procedures
- Behaviour and actions that exemplify the CREATE values: compassion, respect, excellence, accountability, teamwork and ethical behaviour
- Reasonable care for your personal physical and psychological health and safety, and that of others who may be affected by your acts or omissions
- Registration is maintained and working within scope of practice
- Rostering and allocation of nursing staff, within the agreed operational budget and in accordance with the relevant Enterprise Agreement and Safe Patient Care Act
- Achievement of nursing staff Performance and Development Review and mandatory training compliance targets
- Investigation of incidents and complaints as per timeframes outlined in relevant GV Health procedures
- 80% attendance and active participation at meetings as required
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

KEY SELECTION CRITERIA:

Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Current registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse
- A minimum of six years' post-graduate experience as a Registered Nurse, including a minimum of three years' experience working in a relevant leadership / management position
- Demonstrated ability to provide effective leadership and management, with focus on developing and leading a team that delivers safe, high-quality and patient-centred care
- Current, or commitment to complete as soon as is practicable after commencing employment, adult advanced life support
- Strong communication (verbal and written) and interpersonal skills with the ability to liaise and negotiate effectively with the multidisciplinary team, managers, and other key stakeholders
- Self-motivated to proactively identify areas for development and subsequently complete relevant continued professional development
- Strong computer literacy and knowledge of information technology applications including patient information systems
- Awareness of financial management and budget processes
- Evidence of full immunisation against COVID-19 and seasonal influenza
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.

Desirable

- Post-graduate qualification in leadership and / or management

Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

Consumer Care Role	
<ul style="list-style-type: none"> ▪ manual handling (pushing, pulling equipment) ▪ general consumer handling and clinical duties ▪ sitting, standing, bending, reaching, holding ▪ pushing pulling trolleys and equipment ▪ working alone ▪ general clerical, administration work, computer work ▪ use of personal protective equipment and handling ▪ operating equipment ▪ handling general and infectious waste ▪ participating in shift work and on-call 	<ul style="list-style-type: none"> ▪ exposure to substances and hazardous materials ▪ working at other locations may be required ▪ dealing with anxious or upset consumers or members of the public ▪ driving a motor vehicle

Reviewed by	Divisional Operations Director – Subacute and Ambulatory Care
Issued	June 2024
Reviewed	June 2025

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____ /_____/_____

(Print Name)