

# Position Description

<b>Position Title:</b>	Nurse Unit Manager – Specialist Consulting Suite
<b>Reports to:</b>	Divisional Operations Director- Subacute and Ambulatory Care
<b>Department:</b>	Specialist Consulting Suite
<b>Directorate:</b>	Clinical Operations
<b>Cost centre:</b>	C0002
<b>Code &amp; classification:</b>	NM2
<b>Employment conditions:</b>	Employment conditions: Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028. Insert name of enterprise agreement and GV Health Policies and Procedures (and as varied from time to time)

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**GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds**

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).

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## POSITION SUMMARY

The Nurse Unit Manager Specialist Consulting Suites provides operational and clinical leadership, management and strategic direction for the Specialist Clinics, and works collaboratively with relevant Divisional Clinical & Operational Directors in line with the overall hospital's strategic plan, and ensures policies and procedures are in place for the provision and evaluation of the service. The Specialist Consulting Suite Nurse Unit Manager ensures compliance with the DHHS access policy, Referral Criteria and Key Performance Indicator's.

Specialist clinics provide planned non-admitted services that require the focus of an acute setting to ensure the best outcome for a patient. These services are an important interface in the health system between acute inpatient and primary care services. The Specialist Clinics provide access to: medical, nursing, midwifery and allied health professionals for assessment, diagnosis and treatment and ongoing specialist management of chronic and complex conditions in collaboration with community providers, pre- and post-hospital care, and maternity care. Patients are referred to specialist clinics by GPs, specialists and other community-based healthcare providers, as well as clinicians within the hospital.

This position involves ensuring that the service provides; safe and quality care, a sound and sustainable financial position, strong staff engagement and support, and effective relationships with the community and consumers of care.

A comprehensive range of specialist outpatient services are provided at various locations within the hospital, involving over 45,000 outpatient appointments a year and over 27 different specialities including Women's Health clinics, Antenatal and Midwife clinics, Paediatric, Orthopaedics, Surgical, Renal, Rheumatology, Medical, Cardiology and Gastroenterology.

## RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Efficient daily operations of the Specialist Consulting Suite
- Efficient scheduling of clinics in consultation with relevant subspecialties and consultants.
- Ensuring that specialist consulting suite operates in accordance with the requirements published and updated by the Department of Health (Vic) in regards to access to non-admitted services in Victoria
- Ensure compliance with the Department of Health and Human Services Specialist Clinics Access policy
- Ensure Specialist Consulting Suite resources and capacity are being utilised effectively to maximise patient access to Specialist appointments

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## POSITIONS REPORTING TO THIS ROLE

- Associate Nurse Unit Manager and Clinical Nurse Specialists in Specialist Consulting Suite
- Nurse Practitioner/s: Women's Health and IBD
- Hepatology Clinical Nurse Consultant
- Cardiology Clinical Nurse Consultant
- Antenatal Clinic Co-ordinator / midwife
- Registered Nurses Division 1 and Enrolled Nurses (including level 3 EN) in the Specialist Consulting Suite
- Data Integrity Officer / Senior Customer Service Officer
- **Customer Service Officers (CSO's) in the Specialist Consulting Suite**

## Responsibilities for Management positions:

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, all Mandatory Training, employment principles and legislative requirements are met;
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies;
- Participate in supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities;
- Provide opportunities for staff to attend mandatory core competencies and monitor compliance;
- Actively recruit and manage all aspects of workforce demands;
- Computer literacy at intermediate level for Microsoft applications;
- Demonstrated business planning, policy, financial and human resources management skills;
- Provide leadership, support and performance management of specialist outpatient services
- Responsible for relevant project work that enables improved access to patient care (for example Telehealth)
- Manage/support nursing staff in regards to the provision of nursing care and associated duties including the triaging of referrals and supervision of clinic areas, and where necessary develop the clinical role of nurses in each clinic
- Manage/support the customer service officers with clerical administration of outpatient bookings and data collection ensuring the provision of efficient and effective clerical support service
- Responsibility for the day to day rostering & leave management of nursing and customer Service Officers (CSO's)
- Oversee and manage room allocations, leave planners and schedules for clinics
- Operationally manage clinics basis ensuring maximum clinic utilisation is achieved
- Develop strong communication lines with senior medical staff attending clinics

- Promote service improvement within clinical component of clinics and keep abreast of changes affecting the services provided by the department
- Analyse trends impacting achievement of key performance indicators and take appropriate action to realign staff and schedules
- Ensure that all relevant and appropriate services are provided to consumers with special needs e.g. Veterans, CALD, and Indigenous patients and that Child Safe Standards are complied with.
- Lead the development and implementation of the departments Continuous Improvement Plan (CIP) which identifies emerging risks or areas of improvement and actions and timeframes in which these issues will be addressed.
- Lead the development and provision of the monthly report to the relevant Divisional Director/ Chief Operating Officer against key performance indicators for financial, human resources, quality and risk objectives
- Lead/develop and implement governance projects/quality committees and activities as required
- 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

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## **KEY SELECTION CRITERIA**

### **Formal Qualification(s) and Required Registration(s):**

Approved Tertiary Qualification in Nursing (or Nursing and Midwifery)

### **Essential:**

- Current Australian Health Practitioner Agency (AHPRA) registration
- Previous leadership role in a Specialist Clinic or outpatient clinic setting
- Minimum of 5 years post graduate nursing experience
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment.
- Excellent interpersonal and communication skills, including the ability to write and delivery comprehensive reports
- Experience in developing and maintaining effective working relationships with health professionals, support staff and other stakeholders both internal and external to GV Health.

### **Desirable:**

Postgraduate qualification in nursing/ administration (or willingness to work towards)

Experience in redesign and project methodology and ability to effectively lead projects and associated change management processes.

High level data analysis skills and ability to use data to drive decisions that support innovation in ways of delivering specialist outpatient clinic services and introducing new services.

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## **KEY PERFORMANCE INDICATORS**

**Your performance will be measured through your successful:**

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements
- Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures
- 80% attendance and active participation at committees, working groups and meetings
- Registration is maintained and working within scope of practice
- Operational key performance indicators for this position are related to the maintenance of existing, and the implementation of new strategies to ensure that services are provided efficiently. These include but are not limited to:
  - Clinic Utilisation
  - Appointment Waiting Time
  - Clinic Attendance rate
  - Department KPI's for Urgent and Routine appointments
  - Target Budget performance
  - Customer satisfaction

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#### **AT GV HEALTH ALL STAFF ARE REQUIRED TO**

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- 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;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;

- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children’s check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

**ACCEPTANCE:**

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

<b>Directorate</b>	<b>Clinical Operations – Divisional Operations Director – Subacute and Ambulatory Care</b>
<b>Reviewed by:</b>	DOD Subacute and Ambulatory Care
<b>Issue Date:</b>	15 January 2025

## ABOUT US

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 satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

## OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

## OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

## OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

## FOR MORE INFORMATION

**Application tips:** [Application Tips - GV Health](#)

**GV Health:** <https://www.gvhealth.org.au/about/>

**Child Safety and Wellbeing:** [Child Safety and Wellbeing - GV Health](#)

**Living in Goulburn Valley:** [Goulburn | Regional Living Victoria](#)

**GV Community Connector:** [Community Connector Program for Businesses](#)