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| **Position Title** | Nurse Unit Manager |
| **Position Number** | N5927 |
| **Department** | 70 Lowe Street |
| **Classification** | NM 11 – Nurse Manager 3 |
| **Agreement** | Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016-20 |
| **Reports to:** | Director of Clinical Services |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

The Nurse Unit Manager at 70 Lowe Street is a senior leadership position in residential aged care responsible for managing the facility and resources in accordance with East Grampians Health Service, vision, Mission and Values.

The purpose of the role is to facilitate and foster provision of a high standard of care and service delivery that meets the needs and preferences of consumers to enable them to live the best life that they choose.

**Department / Unit Specific Overview**

East Grampians Health Service aims to meet the needs of the community by offering a vast array of services. We offer Acute and Aged Care Services including Urgent Care Centre, Inpatient Services, Oncology, and Midwifery with residential aged care services include 81 bed-based services located at Parkland House Hostel in Willaura, Garden View Court Hotel Ararat and 70 Lowe Street Ararat. Other services also include Community Nursing, Allied Health including Dental, Perioperative Services, Medical Imaging and Health Information.

70 Lowe Street is a fully accredited purpose built 45 bed Nursing Home providing care to residents from Ararat and surrounds. 70 Lowe Street prides itself on offering a model of care based on the principles of Montessori. This is a person centred, ability focussed approach, which ensures it meets each individual’s needs.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service is a rural health service located in Ararat and Willaura in Western Victoria and is an integral part of a thriving community that is committed to quality services providing health and wellbeing to people of all backgrounds.

Serving a diverse community, East Grampians Health Service delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, residents and the community.

**Our Vision**

To be leaders in rural health care

**Our Strategic direction**

EGHS strategic plan 2019-22 mirrors the Victorian Government Health 2040; Advancing Health, Access and Care guidelines and is underpinned by our organisational values and behaviours - ‘improving our communities health and quality of life through strong partnerships and by responding to changing needs’. We incorporate our opportunities through Better Health, Better Access, and Better Care, which are pivotal in achieving our vision of being ‘leaders in rural health care’:

**BETTER HEALTH**

* A system geared to prevention as much as treatment
* Everyone understands their own health risks
* Illness is detected and managed early
* Healthy neighbourhoods and communities encourage healthy lifestyle

**BETTER ACCESS**

* Care is always there when people need it
* More access to care in the home and community
* People are connected to the full range of care and support they need
* There is fair access to care

**BETTER CARE**

* Target zero avoidable harm
* Healthcare that focuses on outcomes
* People are active partners in care
* Care fits together around people’s needs

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY,%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

* Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check.
* All staff are expected to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.
* East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment that is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

* Lead the facility in the Montessori model of care
* Responsible for an excellent standard of care and service delivery in partnership with consumers that exceeds the minimum standards set in the Aged Care Quality Standards
* Lead the coordination of care through staff rostering, recruitment and retention and overseeing operational workflows of the unit
* Lead the usage and implementation of evidence based clinical practice and provide guidance and support to all staff to ensure best practice
* Work collaboratively with the EGHS leadership team to achieve excellence across the organisation
* Accepts responsibility for own actions, providing clinical and governance oversight to nursing practice within the designated area and recognises limitations in practice and abilities and seeks input from more experienced clinicians and help as necessary
* To provide expert guidance and emotional support to staff and managing support for consumers and families
* Provide expert guidance, mentoring and supervision to other practitioners and students ensuring ongoing professional development opportunities for all staff
* Demonstrate accurate, complete and up-to-date documentation in line with EGHS policies and maintain a high documentation standard of all staff within the designated area
* Provide leadership for service development and quality improvement activities within your designated area
* Actively engage is safety and quality committees and contribute to improvement across the organisation
* Ensure that all consumers, families/carers/guardians and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination
* Managing the complaints process of staff and providing facilitating discussion with all relevant stakeholders including residents and family.
* Responsible for the unit’s financial performance and management including budget and activity targets within designated area
* Ability to work collaboratively with NUMS from Garden View Court, Willaura Nursing Home and Parkland House to create and maintain consistency through all EGHS RACF’s.

**Key Performance Indicators**

Key performance measures are how you the applicant will be measured as to meeting the responsibilities of the position listed above. These will be measures will be used as a part of the Personal Development Plan (PDP) to be commenced within the first six months of the appointment and then to be reviewed on an annual basis.

These may include:

* Demonstration of the provision of high-quality care
* Recruitment and retention of staff
* Meeting departmental finance targets
* Active participation in achieving accreditation
* Strong results in internal and external clinical indicators

Key Selection Criteria

**Essential Criteria:**

* Registered Nurse with AHPRA
* Demonstrated leadership and management skills with a commitment to EGHS strategic and operational goals
* Demonstrated excellent written and verbal communication, co-ordination and organisational skills
* Demonstrated ability to lead care provision and foster collaboration as part of a multidisciplinary team
* Commitment to flexibility and innovation in practice
* Knowledge of the accreditation process within residential aged care
* Understanding of funding models and state and federal requirements for public residential aged care

Must comply with having or completion of:

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)

**Desirable Criteria**

* Post-graduate qualification in a specific field of nursing / management or working towards

**Acknowledgement**

Employee Signature:

Employee Name: Date:

Manager Signature:

Manager Name: Date:

**Developed Date:**

**Developed by:**

**Date of next Review:**