

Austin Health Position Description



Position Title:

Classification:	Nurse Manager 4 (NM12)
Business Unit/ Department:	Intensive Care Unit (ICU)
Work location:	Austin Health <input checked="" type="checkbox"/> Heidelberg Repatriation <input type="checkbox"/> Royal Talbot <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024
Employment Type:	Full-Time
Hours per week:	40
Reports to:	Divisional Manager Access & Critical Care Services
Direct Reports:	FTE: 210
Financial management:	Budget: \$39.5M
Date:	September 2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Our vision is to shape the future through exceptional care, discovery and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the

Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

Position Purpose

The Nurse Unit Manager (NUM) is recognised as the leader of the nursing team who models the core values of Austin Health through effective leadership and management of the clinical nursing and support staff within ICU.

The NUM is responsible for ensuring the delivery of evidence-based nursing care that meets professional, organisational, legal and ethical standards in order to optimise health outcomes for the community.

The NUM is responsible for fostering a positive culture, driving change, a safe working environment and the effective utilisation of financial resources within a cycle of continuous service improvement.

About ICU

The Austin Health Intensive Care Unit is a 35-bed unit with 29 ICU equivalent beds funded. We provide the state-wide and Tasmanian specialty service for liver transplant, fulminant liver failure, spinal cord injuries and the Victorian Respiratory Support Service (VRSS). In addition to this we are also specialists in cardiac surgery, neurosurgery, general medical, surgery and obstetrics ICU care.

ICU also provides the Critical Care Outreach Team who respond to and support patients who deteriorate or are at risk of deterioration in the inpatient areas.

We have a strong teaching and research culture with our staff receiving recognition both nationally and internationally.

We are proud of our strong multidisciplinary ICU team that values teamwork and collaboration and always puts the patient at the center of everything we do.

Purpose and Accountabilities

Role Specific:

The ICU NUM works in collaboration with Access and Bed Management; People and Culture; Nursing Workforce, Nursing Education, and Finance.

The role reports to the Divisional Manager Access & Critical Care Services and is comprised of five key areas of accountability. These include the following, but this list is not exhaustive and may include other accountabilities not listed:

1. *People Management and Culture*

- Creates an empowering team environment, which promotes a positive culture, opportunity for learning and development, safety and welfare of employees and fosters innovation in practice that results in a high level of staff satisfaction, high staff retention rates and low absenteeism.
- Provides expert clinical knowledge and direction to ensure that clinical standards, policies and procedures promote a patient focused model of care.
- Acts as a role model for staff, setting and clearly communicating clinical and behavioural expectations.
- Provides timely performance feedback, coaching and guidance when needed in accordance with the performance management policy.
- Ensures all staff complete an annual performance review and development.
- Provides nursing staff with professional development opportunities for learning and education while inspiring and supporting them to achieve their full potential
- Responsible for all people management requirements at a unit level including recruitment and selection, daily staffing, leave management, rostering and attendance management.
- Implements strategies to recruit and retain staff including positive recognition, and comprehensive orientation, building a cohesive team culture, coaching and mentoring and providing learning opportunities.
- Leads and contributes to planning initiatives and projects to support patient flow
- Demonstrates a capacity to undertake/support nursing research, publication of work and public presentation within the local, national and international healthcare community.

2. Quality and Risk Management

- Foster a culture of clinical excellence that is based on person centred care, collaboratively working with staff to focus on the quality and safety of services.
- Promotes and ensures a safe and healthy workplace for staff and patients.
- Identifies areas that require improvement through observation, audits, incidents, and staff feedback and implements improvement initiatives accordingly.
- Identifies opportunities for process redesign and to support staff in the implementation of redesign projects and activities.
- Ensures that incident management systems are appropriately applied and a systematic response to local issues and performance improvement occurs.
- Ensures that all staff complete mandatory training within the required timeframes.
- Ensures compliance with all accreditation (e.g. National Safety and Quality Health Service Standards) and maintains contemporaneous knowledge of relevant legislation.
- Investigates complaints in a timely, responsive manner and implements strategies to limit reoccurrence of identified complaint.
- Analyse and utilise consumer feedback to improve clinical services.

- Works collaboratively with all departments to develop the systems, processes and projects required to support the organisation's strategic direction.
- Works collaboratively with key stakeholders to ensure timely access to care for patients
- Actively participates in interdisciplinary committees and working parties locally and organisation wide as required.
- Coordinates the development and ongoing review of clinical policies and procedures, ensuring that review timeframes are adhered to.

3. Finance

- Accountable for the preparation, monitoring, delivering and evaluation of unit budgets.
- Identifies cost effective and efficient approaches to managing resources.
- Uses financial data to develop strategies and business plans.
- Responsible for cost-effective procurement of consumable supplies, ensuring that such purchases are checked for quantity, quality and cost, comply with Health Purchasing Victoria (HPV) standards, are stored safely and securely, and are used wisely.

4. Clinical Responsibilities

- Ensures that standards of nursing care are established and maintained, applying evidence-based standards and healthcare research
- Monitors patient care to ensure it meets requisite standards
- Reviews patient records to analyse the effectiveness and efficiency of care provided.
- Maintains currency with clinical issues by engaging in ongoing clinical and managerial professional development.
- Drives and supports timely decision making and planning around discharges and patient flow on a daily basis.

5. Decision Making, Interpersonal Communication, Influence and Leadership

- Displays an ability to analyse situations and make appropriate decisions in a timely manner that meets the needs of patients, staff and organisation.
- Gathers sufficient information to make informed decisions.
- Communicates information and expectations in a way that builds effective and collaborative working relationships with others.
- Demonstrates clear and consistent change management ability.
- Demonstrates strong leadership in situations demanding action.
- Creates a climate where self-development and improvement is valued
- Maintains and updates own professional development portfolio to demonstrate an ongoing commitment to learning and best practice.

- Builds relationships with other critical care services and relevant Organisations
- Adapts working style as appropriate to achieve effective outcomes.
- Displays important leadership qualities such as: integrity; confidence; ability to inspire others; excellent communication; clear decision-making ability; accountability; ability to delegate and empower team; creativity and innovations; empathy; courage; optimism

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality & risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person centred care.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

Selection Criteria

Essential Knowledge and skills:

- Registered Nurse, Nursing & Midwifery Board of Australia
- Relevant Post-Graduate Qualification in Nursing or equivalent
- Substantial clinical experience in area of specialty
- Previous senior management and leadership experience
- Patient-centred approach to evidence based care delivery
- Demonstrated knowledge of professional standards

- Knowledge of legal and ethical requirements
- Ability to implement budget management processes
- Demonstrated commitment to quality, best practice and safety
- Ability to communicate effectively in both written and verbal form
- Ability to problem solve in a variety of complex situations
- Ability to build a dynamic team which works effectively within a multidisciplinary environment
- Demonstrated leadership ability, inclusive of leading and supporting change
- Ability to initiate and manage improvement projects
- A sound understanding of information technology including clinical systems, applications relevant to the management of rostering and risk management reporting.
- A commitment to Austin Health values
- Be an active participant of a relevant clinical specialist organisation

Desirable but not essential:

- Tertiary qualification beyond Postgraduate Level
- Contribution to research projects or publications

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

Document Review Agreement

Manager Signature	
Employee Signature	
Date	

People Management Role-Direct Reports

ICU NUM

ANUMs

Clinical
Nurse
Consultants

Clinical
Nurses

Clerical
Manager

PSA
Supervisor