

# Position Description

## Associate Nurse Unit Manager Emergency Services

<b>Classification:</b>	ANUM YW11-YW12
<b>Business unit/department:</b>	Emergency Department, Division of Medical Services
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
<b>Employment type:</b>	Full-Time or Part-Time
<b>Hours per week:</b>	Minimum 24 hours
<b>Reports to:</b>	Clinical Nurse Manager – Workforce & Operations, Emergency Services
<b>Direct reports:</b>	No direct reports
<b>Financial management:</b>	Budget: 0
<b>Date:</b>	January 2026

Austin Health acknowledges the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

### Position purpose

The ED ANUM acts as a delegate of the ED Nurse Unit Manager (NUM) and Clinical Nurse Manager’s (CNM) modelling the core values of Austin Health. They provide effective leadership and management of the ED nursing team.

The purpose of this position is to ensure the safe delivery of patient care by maintaining and promoting practices that support safety and quality:

- Ensure the quality of services and care delivered is evidence-based and continuously improving.
- Staff are provided a safe working environment that complies with Health and Wellbeing Standards.
- Risks are identified early and mitigated.
- Staff meet internal and external key performance targets set by the Organisation and Department of Health
- A positive team culture is fostered.
- Assist and promote staff education and development.

- Provide an expert resource to wards and departments involved in the care of patients requiring specific treatments.
- Work collaboratively with the ED NUM and CNMs to ensure effective management and exemplary professional leadership across all ED functions.

## About the Directorate/Division/Department

Emergency Services at the Austin consists of the Austin Emergency Department and Short Stay Unit.

The Emergency Department services approximately 85,000 patients per year, about 20% of whom are paediatric patients. The inpatient admission rate is of the order of 33%. The Emergency Department aims to assess, manage, and admit patients from a broad range of specialities, within the targets set by the Department of Health. This service will be delivered in a timely, compassionate, and appropriate manner, enhanced through teaching, research and the development of new technologies and processes.

The Short Stay Unit is a 28-bed unit which is co-located with, and staffed by, the Emergency Department nursing workforce. Patients admitted to Short Stay usually have a rapidly reversible condition which either requires a short period of treatment or observation, where the likelihood of safe discharge can occur in a 24 period.

The Emergency Service is at the forefront of new and innovative models of Emergency care and is a contemporary leader in Emergency Medicine and Nursing education, research, and quality. There is a strong focus on nursing education and upskilling opportunities with both a post graduate course in critical care nursing and an Emergency Foundations program is offered each year. There is also a wide range of nursing and education support by the in-house education team which promotes clinical support and education on a shift-to-shift basis.

The Austin Emergency Services provides exceptional care observing best practice and is a leading Australian hospital in regard to nursing educational opportunities and career development and a collaborative team approach to providing the best care to its clients.

## Position responsibilities

### Role Specific:

The ED ANUM role is a senior management position recognised as a clinical leadership role within the ED nursing team. The ANUM models the core values of Austin Health and provides effective leadership and management of the ED nursing team in accordance with professional, clinical, organisational, legal, and ethical standards.

The purpose of the position is to ensure the timely and safe delivery of patient-centred care by:

- Ensuring services and care are evidence-based and continuously improving
- Providing staff with a safe working environment that complies with Health and Wellbeing Standards
- Monitoring performance to meet internal and external KPIs
- Identifying and mitigating risks early
- Fostering a positive and collaborative team culture
- 



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## Professional Leadership

- Acts as a nursing role model for staff and an expert clinician in the clinical setting.
- Participates in formal and informal education programs.
- Displays important leadership qualities such as integrity; confidence; ability to inspire others; excellent communication; clear decision-making ability; accountability; ability to communicate information and expectations in a way that builds effective and collaborative working relationships with others.
- To be a conduit through which information is disseminated to staff.
- Performance issues are communicated and discussed with the ED NUM & CNM's (Clinical Nurse Managers.)
- Participate in, relevant committees, meetings, and projects.
- Teamwork is enhanced through timely and appropriate communication.
- Deputise for the CNM's & ED NUM in their absence.
- Ensure confidentiality by undertaking not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes, and dealings including making public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.
- Undertake to develop and maintain positive working relationships with other wards/departments throughout the Austin Health.

## Support of Systems

- Auditing for Quality Improvement and Quality Assurance purposes
- Risk Identification and Mitigation
- Compliance with National Standards and other Standards
- Lead and support Quality Improvement Initiatives
- Improving patient experience
- Maintain a safe work practices and environment.
- Incidents are monitored and appropriately documented and preventative action taken.
- In-service sessions in emergency procedures are attended.
- Relevant knowledge exists to safely care for patients undergoing all treatments and procedures.
- Provides expert clinical knowledge and direction to ensure that clinical standards, policies and procedures promote a patient focused model of care.
- Involved in clinical data collection as necessary.
- Clinical decisions are informed by evidence-based practice.
- Displays an ability to analyse situations and make appropriate decisions in a timely manner that meets the needs of patients, staff, and organisation.
- Assist with management and maintenance of unit budgets and specific portfolios.
- Ensure day-to-day management of staff and resources meet the requirements of the NUM and CNM's.
- Medical Division and professional bodies. - Portfolios are efficiently and effectively maintained, reported on, and evaluated.

## Direct Clinical Care

- Safety of Staff (Health and Wellbeing)
- Standards are adhered to, and nurses work within scope of practice.
- Oversight of all patient care provided.
- Managing Patient Flow (Access and Discharge)
- Providing support and education to nurses at the bedside
- Promote and foster a culture of excellence in care delivery to patients their families.



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- Ensure patient care standards meet professional, organisation, legal and ethical requirements.
- Standards and protocols for patient care are current, known, and accessible to staff.
- To encourage and support a philosophy of care which is patient focused, where care is integrated from pre-admission to post-discharge and where the family is welcome in the carer's team.
- Responsibility is assumed for planning and coordination of patient transfer/discharge.

## Research

- Awareness of the latest research literature, equipment and treatment and utilisation of knowledge in practice.
- Supports research projects within ED
- Participates in the development and delivery of specialist research programs.
- Adapts and applies related scientific research to clinical area.
- Demonstrates a capacity to undertake/support nursing research, publication of work and public presentation within the local, national, and international healthcare community.

## Education

The expectation is that the ED ANUM continuously strives to improve their clinical, management and nursing skills. They maintain an ED ANUM portfolio.

- Fosters 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.
- Maintains and updates own Professional Practice Portfolio to demonstrate an ongoing commitment to learning and best practice.
- Provide expert advice, guidance, and support.
- Initiate and participate in the development of innovative policies and procedures.
- Liaison with key stakeholders to ensure that patient care is delivered through an integrated, multidisciplinary approach.
- Assume responsibility for the quality of service provided to patients.
- There are also opportunities for career progression within ED which include:
  - Acting Nurse Unit Manager (Leave Cover)
  - Acting Clinical Nurse Manager of Quality & Risk (Leave Cover)
  - Acting Clinical Nurse Manager of Workforce & Operations (Leave Cover)
  - Acting Workforce ANUM (Leave Cover)

## Key Measurables and Metrics

### SB1 & SB2

- **NEAT -All patients (admitted, discharged, or referred):**  
≥ 81% must physically leave the ED within 4 hours
- **Admitted patients:**
  - ≥ 81% of discharged patients leave within 4 hours
  - ≥ 85% of patients admitted via Short Stay Unit/DASS leave within 4 hours
- **Non-Admitted patients:**
  - ≥ 90% of non-admitted patients leave ED within 4 hours
- **Ambulance Offload** - 90% of ambulance patients must be offloaded within 40 minutes of arrival
- No patients should remain on AV stretcher <120 minutes - target 0%
- **ED Length of Stay** - No patients should remain in ED for over 24 hours – target: 0%
- Monitor and escalate patients at 90 minutes without an Admit/Discharge plan



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- Ensure transfer of 'Ready to Go' patients within agreed timeframes (i.e. SSU/DASS/Inpatient wards within 1 hour of being marked 'Ready to Go' from ED).
- Maximise cubicle utilisation by increasing the number of patients allocated to beds per day.

## SSU

- **NEAT** –  $\geq 85\%$  of patients admitted via Short Stay Unit leave within 4 hours
- Accept patients into SSU within 1 hour of being marked 'Ready to Go' from ED
- **SSU Length of Stay** - At least 90% of SSU admissions should be discharged within 24 hours, with the exception of Emergency Toxicology admission with the unit who are admitted for a period of 72hrs under the SSU Toxicology bed card.
- Conversion (i.e. SSU to IP admission) is accepted where there is senior decision making and a balance of uncertainty of definitive discharge within the projected SSU admission criteria, where deterioration or investigations may change patient disposition.

## Access & Flow Oversight

- Attend ED huddles (0845, 1600)
- Maintain cubicle occupancy; stream patients to SSU, DASS, TL, ASTU.
- Support NAV for AV offloads within 40 mins.
- Escalate delays per policy, monitor LOS in Fast Track and Paediatrics.
- Organise breaks to maintain flow.
- The ED ANUM will support the fixed-term Arrivals Hub ANUM and Fast Care ANUM roles in achieving their respective position objectives.

## People Management

- Provide clinical leadership and guidance.
- Allocate staff appropriately; document sick leave and HWS.
- Complete staffing spreadsheet (SB1).
- Ensure orientation of new/casual staff.

## Quality & Risk

- Ensure care meets accreditation and safety standards as outline within National Safety & Quality Health Services Standards (NSQHS).
- Maintain safe work practices.

## Dashboard

- Use ED Dashboard to monitor flow and identify barriers.
- Follow the escalation pathway and policy when barriers cannot be resolved internally.

## Communication

- Liaise with ED ANUMs, EPs, ward NICs, PSA staff
- Resolve delays in discharge decisions, bed requests, documentation, and safe transfer criteria

## Documentation

- Ensure accurate Cerner updates and "Next Step" column use



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- Maintain real-time visibility in FirstNet

### Streaming & Bed Management

- Apply “Ready to Go” status promptly

### Support

- Provide senior support to ALL multidisciplinary staff in ED/SSU for consistent management.

### Finance

- Manage resources efficiently; minimise casual/agency use.
- Reduce waste and promote appropriate equipment use.

### Escalation

- Respond to Category 2 triage promptly.
- Escalate patients >90 mins without plan and >3 hrs awaiting bed.
- Liaise with Bed Management for transfer plans.

### Handover

#### 0700 / 1300 / 2100 hrs:

- Confirm staffing.
- Report access issues, clinical status, patient disposition.
- Identify barriers and actions taken; escalate unresolved issues.

### Other

- Always maintain focus on departmental flow

## Selection criteria

### Essential Knowledge and skills:

- Registered Nurse (AHPRA)
- Substantial clinical experience Emergency/Critical care nursing
- Relevant Post Graduate Qualification in Emergency Nursing or Equivalent
- Demonstrated understanding of the management responsibilities of an ANUM
- Commitment to quality, best practice, and environmental safety
- Knowledge of legal and ethical requirements
- Minimum of 0.6 EFT employment in the ED
- Strong clinical skills and a sound understanding of evidence-based practice.
- Models the values of the organisation in all actions and interactions.
- Demonstrated ability to drive change and challenge current thinking when necessary.
- Confident leader who can engage with the ED team.
- Ability to communicate effectively in both written and verbal form.
- Demonstrated ability to develop relationships with external key stakeholders and influence behaviour.
- Demonstrated understanding of National Safety and Quality Health Service Standards requirements
- Demonstrated ability to complete quality improvement activity.
- Basic Microsoft skills (Excel, Word, and PowerPoint)



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- Demonstrated commitment to self- professional development.
- Ability to solve problems in a variety of situations.
- Demonstrated leadership ability.
- Flexibility to work all shifts, according to service needs.

#### **Desirable but not essential:**

- 2 years' experience in an ED CNS role
- Understanding of quality and risk mitigation
- Sound understanding of Information Technology
- Advanced interpersonal skills
- Ability to initiate and manage projects/portfolios.
- Ability to maintain budget management initiatives.
- Knowledge and management of industrial issues
- Demonstrated experience in managing quality initiatives.
- Demonstrated ability to support and involve staff in change processes.

#### **Professional qualifications and registration requirements**

- Registered Nurse (AHPRA)
- Relevant Post Graduate Qualification in Emergency Nursing or Equivalent
- Substantial clinical experience Emergency/Critical care nursing

#### **Quality, safety and risk – all roles**

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and 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-centered care.
- Comply with the requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

#### **Other conditions – all roles**

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.



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## General information

### Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

### Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

### Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.

## Appendix - Roles & Responsibilities - Emergency Services ANUM SB1, SB2 & SSU

### Roles & Responsibilities - Emergency Services ANUM – SB1, SB2 & SSU

#### SSU

- Attend 0800 and 1600 huddles to review priorities and operational updates
- Attend 0915 Central Intake Huddle, supporting Home First options where applicable.
- Manage patient flow: Coordinate admission and discharge processes in collaboration with the SSU EP and Emergency Care Coordination Team (ECCT) to support a proactive “pull” culture.
- Confirm patient suitability: Validate appropriateness for SSU admission from either ED or ICU and ensure clear management and discharge plans are in place for adult and paediatric patients.
- Ensure SSU nursing staff complete vital signs and risk assessment through the ‘Clipboard’ in FirstNet on admission to meet DOH (Department of Health) funding guidelines and continue to complete regular observations on their patients.
- Ensure the appropriate SSU PowerPlan has been ordered on Cerner and discharge summary is complete with treatment plan whilst admitted in SSU/DASS, and that medical and nursing care and outcomes align to support admission care & power plans.
- Encourage support the use of Nurse initiated discharge criteria via appropriate SSU Power Plans.
- Optimise chair utilisation: Facilitate the use of SSU chairs for ED representations requiring radiology services and or independent self-caring individuals awaiting results.
- Complete discharge requirements: Ensure all SSU nursing discharge tasks are completed accurately and promptly – supporting nurse-initiated discharge initiative.
- Support procedural flexibility: Enable use of the procedure room for interventions such as procedural sedation (e.g., DCR, limb relocation).



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- Communicate effectively: Provide clear updates to patients, carers, and the multidisciplinary team regarding care plans.
- Coordinate with Bed Manager: Liaise for a ward allocation and follow escalation protocols when required.
- Support all SSU staff (medical, nursing, PSA and allied health staff) in their roles.
- Accept patients into SSU within 1 hour of being marked 'Ready to Go' from ED utilising the flex nurse for transfers when possible, facilitating timely transfers.
- All patients returning for SSU review or scheduled for radiology must be allocated to an available SSU chair immediately upon being designated as 'Ready to Go', regardless of whether radiology procedures have been completed on L1. Radiology transfers can be conducted from SSU.
- Conduct discharge priority rounds and evening huddles to identify early morning discharges
- Monitor and escalate any patients approaching 24-hour stay limit to prevent breaches
- Ensure SSU staffing meets acuity, and workload demands at all times
- Support and facilitate movement of patients under the toxicology unit 'step down' from ICU to the SSU.

## SB1

- Oversee patient flow and AV offload into SB1 cubicles (11-21), ER1, Triage, and Paediatrics
- Attend 0800 and 1600 huddles to review priorities and operational updates
- Manage workforce allocations, including sick leave, HWS requests, orientation, and documentation
- Monitor flow and AV offload into SB1 cubicles to maximise KPIs
- Provide clinical leadership, expert guidance, and support to nursing teams
- Liaise frequently with Team Leaders to ensure smooth operations
- Ensure new, casual, and undergraduate staff have documented orientation in collaboration with ANUM SB2 and ANUM SSU
- Allocate staff appropriately to meet workload demands across all areas
- Record sick leave and unexpected absences in real time and process HWS requests promptly
- Organise staff breaks to maintain flow and capacity, ensuring Nursing Team Leaders monitor this continuously
- Maintain patient care standards in line with professional, organisational, legal, and ethical requirements
- Uphold safe work practices and environments
- Ensure accreditation standards for nursing care are met and documented as required

## SB2

- Oversee patient flow and AV offload into SB2 cubicles (1-10, 22-24), ER2/ER3, and AVOL
- Attend 0800 and 1600 huddles to review priorities and operational updates
- Support orientation for new and casual staff
- Identify patients at 90 minutes without an Admit/Discharge plan and escalate to assigned medical staff to address barriers to decision-making



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- For patients in the department for 3 hours who are 'Ready to Go' with a bed request but no bed allocated, liaise with bed management to develop a transfer plan and timeframe, ensuring timely ward transfer
- Provide clinical leadership, expert guidance, and support to nursing teams
- Liaise frequently with Team Leaders to ensure smooth operations
- Allocate staff appropriately to meet workload demands across all areas
- Organise staff breaks to maintain flow and capacity, ensuring Nursing Team Leaders monitor this continuously
- Maintain patient care standards in line with professional, organisational, legal, and ethical requirements
- Uphold safe work practices and environments
- Ensure accreditation standards for nursing care are met and documented as required.



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