Position Description

Associate Nurse Unit Manager - Arrivals Hub – Emergency Services

Classification:	ANUM YW11-YW12
Business unit/department:	Emergency Services
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Employment type:	Fixed Term Full-Time or Part-Time
Hours per week:	Part time or Full Time
Reports to:	Emergency Services Nurse Unit Manager
Direct reports:	no direct reports
Financial management:	Budget: 0
Date:	January 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung 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 Associate Nurse Unit Manager (ANUM) Arrivals Hub; provides dedicated leadership and operational oversight within the Emergency Department 'Arrivals Hub', ensuring a streamlined and patient-centred arrival experience.

The Arrivals HUB physically includes the front areas of the ED patient experience.
- Waiting room
- Registration, Including registration desk and digital self-registration KIOSKs
- Nurse Triage and medical assessment
- Ambulance Arrival and dedicated triage/ registration entrance

The Arrivals Hub ANUM oversees the workforce working within the above areas aiming to reduce delays in critical patient flow decision-making processes, focusing on, but not limited to triage

prioritisation, Ambulance Victoria (AV) offloads inclusive of the Ambulance Victoria Offload area, ensuring timely and safe patient transitions. The role works collaboratively with the department leadership roles, by identifying and addressing barriers to patient flow and facilitates timely and effective patient transitions, contributing to improved departmental efficiency and quality of care. By fostering a culture of accountability, collaboration, and continuous improvement, the Arrivals Hub ANUM drives consistent daily performance across the Emergency Department. This is achieved through proactive use of real-time data monitoring, transparent reporting, and structured daily evaluation processes, all while upholding the highest standards of emergency care delivery.

About the Directorate/Division/Department

Emergency Services at the Austin consists of the Austin Emergency Department (ED) and Short Stay Unit (SSU).

The Emergency Department services approximately 89,000 patients per year, made up of 20% paediatric presentations and 30% presenting via Ambulance Department managing both non-admitted and admitted patient volumes. The Emergency Department sees undifferentiated patient presentations with the aim to assess, workup, and progress care for a broad range of specialties. Emergency care is defined with associated timely care, targets outlined through Austin Health's Statement of priorities with the Department of Health. Our service is 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 the Emergency Department, and their workforce models. 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 within 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. Our strong focus on nursing education provides opportunities offering both a post graduate course in critical care nursing, Graduate Nurse Program and an Emergency Foundations program each year supported by dedicated educational teams.

The Austin Emergency Services is undertaking an expansion from 2025-2028 with additional treatment models and space, which will continue to support the delivery of exceptional care observing best practice through contemporary models. Austin Health offers nursing educational opportunities and career development within a collaborative team aimed at providing the best in care.

Position responsibilities

The Arrivals Hub ANUM position is designated for ANUMs who have formally applied for and been appointed to this role on a fixed-term basis. Despite these allocations, all ANUMs are required to fulfill core responsibilities within the Emergency Department ANUM role, encompassing duties across SB1, SB2, and SSU.
The Arrivals Hub ANUM ensures safe, timely patient movement within the ED, focusing on transitioning patients to other care areas to maximise cubicle availability and support flow. This role works collaboratively with SB1, SB2, and SSU ANUMs, as well as teams across Paediatrics, Fast Track, DASS, and SSU.
The ANUM of the Arrivals Hub has the following responsibilities and accountabilities across each shift:

Direct Clinical Care

- Safety of Staff (Health and Wellbeing)
- Triage and nursing 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
- Promote and foster a culture of excellence in care delivery to patients their families.
- 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.
- Track and report key metrics such as AVOL utilisation, triage times, and diagnostic alignment as outlined below.

Education
- Support learning and collaboration within the multidisciplinary team (MDT), ensuring all members understand patient flow protocols and care priorities.
- Engage in workforce/ team development by reviewing performance data and constantly reviewing areas for improvement in patient flow and care delivery.
- Contribute to department action plans, as developed by working groups, based on performance trends
- Foster a learning environment by mentoring early career staff and promoting best practices in patient flow and clinical areas utilisation.
- Offer feedback to others which is specific, supportive, non-judgmental, timely and reflective.
- Empower staff to make confident, informed decisions through coaching and support.
- Engage in self-reflection to enhance professional knowledge and practice.
- Use real-time data to guide decisions and promote continuous improvement.

Research:
- Use real-time data to inform clinical decisions and drive service improvements.
- Participate in daily performance reviews and contribute to data collection and analysis.
- Collaborate with the multidisciplinary team to identify opportunities for evidence-based improvements.
- Engage in working groups to explore new research and implement best practices relevant to the Arrivals Hub.
- Apply evidence-based practice to optimise patient flow strategies and reduce non-admitted length of stay (LOS).

Support of Systems
- Promote alignment with Austin Health's strategic goals by supporting efficient patient flow and resource utilisation.
- Contribute to system-level improvements through active participation in escalation protocols and capacity management.
- Ensure compliance with diagnostic standards and streaming pathways to optimise care delivery.
- Support the integration of nursing informatics tools (e.g., dashboards) to monitor performance and outcomes.
- Maintain regular communication via in-charge phone, RBC, or Teams with SB1, SB2, and SSU NIC to ensure alignment and clarity in decision-making.

Professional Leadership:

Our actions
show we care

We bring
our best

Together
we achieve

We shape
the future

austin.org.au

- Provide visible and proactive leadership within the Arrivals Hub to support clinical flow and team coordination (including escalation).
- Foster staff engagement through coaching, presence, and clear communication.
- Collaborate with multidisciplinary teams within the department.
- Maintain active communication methods to support coordination across the department.
- Model a positive, approachable attitude and professional behaviour.
- Maintain accountability for shift performance, handovers, and patient safety.
- Support and develop others by fostering a collaborative and confident team culture.
- Provide clinical leadership within nursing teams and utilise Nursing and Midwifery Board of Australia (NMBA) Decision Making Framework to provide clinical oversight of others.
- Demonstrate good self-awareness and adapt to changing situations.
- Use active listening techniques to explore and understand the views and ideas of others.
- Support others to meet expected standards of behaviour and develop their leadership capability.
- Move between different leadership and communication styles depending on circumstances.
- Support staff to manage priorities and actively assist in managing workload.
- Demonstrate a commitment to deliver sustainable, excellent performance and accountability within the local context.
- Seek opportunities to celebrate other's contributions and achievements in the local context.
- Lead the nursing team to achieve healthcare goals.
- Support others to work autonomously within scope of practice.

Access & Flow Oversight
- Attend 0845 & 1600 hrs ED Huddles
- Monitor patient access and flow, prioritising prolonged stays and "Ready to Go" patients

Patient Movement
- Free cubicles promptly by coordinating transfers to TL, SSU/DASS, ASTU, PAPU
- Organise nurse/no-nurse escorts and resources for patient transfers

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

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
- Maintain real-time visibility in FirstNet

Streaming & Bed Management
- Stream patients from triage to SSU/DASS
- Apply "Ready to Go" status promptly

Support
- Provide senior support to triage and MDT for consistent management

Dashboard

- Use ED Dashboard to monitor flow and identify barriers
- Monitor the ED Real Time Dashboard with a focus on ED Waiting Rooms
- WR Volume
- Wait time (both the median wait and longest wait)
- NEDOCS score
- Door to cubicle
- Time to treatment
- Triage time

Escalation
- Work with SB1/SB2 ANUMs to create capacity for AV offloads
- If unable, initiate hospital escalation
- Ensure workup/disposition within 3 hrs and transfer within 4 hrs

Handover
- Obtain updates from SB1, SB2, Fast Care Hub & SSU ANUMs at start of shift
- 0700 / 1300 / 2100 hrs: Report access issues, clinical status, disposition, barriers, and actions to the next shift.

Other
- Always maintain focus on departmental flow

Selection criteria

Essential skills and experience:

- Nursing & Midwifery Board of Australia Registered Nurse

- ED Associate Nurse Unit Manager experience within a tertiary level organisation.

- Demonstrates a clear understanding of shift performance metrics required to achieve Arrivals Hub objectives.

- Strong ability to monitor performance data and apply analytical skills to develop improvement strategies that achieve departmental objectives.

- Strong understanding of AV offload performance requirements, with a commitment to achieving organisational priorities in alignment with KPIs and Statement of Priority targets.

- Extensive and recent clinical experience in Emergency Nursing care, with particular focus on adult care and paediatric care.

- Commitment to quality, best practice, and environmental safety.

- Experience in leading change.

- Ability to communicate effectively in both written and verbal form.

- Demonstrated ability to problem solve.

- Critical thinking skills and the ability to work autonomously.

Our actions
show we care

We bring
our best

Together
we achieve

We shape
the future

- Demonstrated knowledge of nursing professional standards and legal/ethical requirements.

- Commitment to research and its application in practice, including up to date certification for Good Clinical Practice, and credentialing.

Desirable but not essential:

- A sound understanding of information technology including clinical systems, applications relevant to the management of rostering and risk management reporting or as required for the role and/or department.

- Commitment to nursing as a profession - through professional associations, publications, conference presentations and ongoing.

- Knowledge of case management models and theories.

Professional qualifications and registration requirements

- Nursing & Midwifery Board of Australia as a Registered Nurse, Division 1.
- Post-graduate studies in Emergency 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 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.

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 Arrivals Hub ANUM

Roles & Responsibilities - Emergency Services Arrivals Hub ANUM
- Ensure timely, safe delivery of care.
- Drive evidence-based practice and quality improvement.
- Maintain a safe, standards-driven work environment.
- Support staff performance and KPI achievement.
- Identify and mitigate risks.
- Foster a collaborative team culture.

Key Measurables and Metrics
- 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%

NEAT – All patients (admitted, discharged, or referred):
- ≥ 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
- Discharge patients to wards within 1 hour of being marked 'Ready to Go' from ED

Oversight of Direct Clinical Care provided by workforce within:
- Track and report key metrics such as AVOL utilisation, triage times, and diagnostic alignment as outlined below.

Waiting room (WR)
- This role will provide oversight and monitoring of the WR
- Supporting the WR Nurse to safely manage risk and timely care
- Ensure time to treatment KPI's are maintained by instigating treatment if not already completed by triage team (Cat 1 immediate, Cat 2 within 10mins etc).
- Ensure that appropriate care is initiated in the waiting room and care is enabled early through senior decision support

- Manage early escalation of Occupational Violence and Aggression (OVA) through close communication with security
- Ensure minimisation of 'Did not Wait' risk
- Provide support of our First Nations through early identification and escalation to aboriginal Health Liaison Officers (AHLO)
- Monitor wait times and escalate delays to the MDT or SB1 ANUM.
- Consider patients who meet criteria for Nurse initiated SSU pathways and assist to expedite this process.
- Ensure return for ultrasound/SSU review patients have medical notes and bed request to expedite a RTG event. RBC the SSU ANUM to notify of the patient's arrival, who will pull patient immediately to SSU chair.

Triage & Registration Supervision
- Provide oversight of triage/registration processes to support timely care objectives (Triage KPI <7 minutes).
- Support and oversee diversion of suitable patients to the Victorian Virtual Emergency Department (VVED) or Heidelberg Urgent Care Clinic (HUCC) using inclusion/exclusion criteria.
- Progress suitable referrals to Austin Health's HITH and Virtual Hospital services
- Monitor dashboard metrics and escalate delays cubicle allocation/ward bed/radiology/pathology) to the MDT or SB1 ANUM.
- Provide clinical ISBAR handover for WR/AV patients transitioning directly to the wards or SSU
- Ensure patients who are flagged as RTG in WR/AV areas are discharged from the ED within 60 minutes, or at the time allocated by bed management.
- Patients within the AVOL space who are allocated to the WR are to be expedited to the WR as soon as possible utilising AVOL nursing or PSA resources.

AV Arrivals Oversight
- Ensure all Ambulance Victoria (AV) patients are offloaded within **40 minutes**.
- Ensure all AV patients allocated to WR are moved into the WR as immediately as possible.
- Maintain **zero tolerance** for AV offloads exceeding **2 hours** (ensure review processes for ANY AV waiting > 90mins for improvement opportunities via the breach tracking process)
- Maintain AV offload KPI **90% or above**
- Oversee AV registration / triage processes to prevent delays.
- Ensure patients flagged for AVOL are moved into an available space immediately.
- Supervise patient movement through the AV corridor supporting staff with timely decisions
- Ensure capacity concerns which contribute to AV ramping/delays are communicated to ED ANUMs/ medical staff to maintain performance and safety
- Ensure escalation processes are followed in accordance with policy
- Assist in resource discussions with AV paramedic and HALO (including "cohorting", offload to waiting room etc.)

The AV Offload (AVOL) Bay Management
- Ensure maximisation and utilisation of the AVOL space to support patient flow and reduce delays to AV offload, ramping,
- Monitor AV arrivals board and pre-empt capacity requirements
- Oversight and monitoring of AV offload performance (within 40mins) and avoiding delays which exceeds 40mins
- Aim for a target length of stay in AVOL of less than 2 hours.
- Identify and facilitate suitable SSU direct admissions from AVOL using established pathways.

Track and report key metrics such as AVOL utilisation, triage times, and diagnostic alignment