Position Description

Associate Nurse Unit Manager - Fast Care 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 FAST CARE HUB Associate Nurse Unit Manager (ANUM) plays a pivotal role in optimising patient flow and care delivery within the Fastrack (FT) and DASS spaces. This role is responsible for driving the efficient utilisation of FT chairs and treatment areas, ensuring patients are actively managed between the waiting room (WR) and treatment zones to prevent delays and idle time. The ANUM will lead the coordination of patient movement, promoting confidence in returning patients to the WR with appropriate oversight, and ensuring care is delivered seamlessly across spaces.

The ANUM will also oversee the DASS intake and throughput, facilitating timely acceptance and transition of patients in and out of the space. A key function of this role is to lead the FT multidisciplinary team (MDT), ensuring all team members are aligned with care delivery goals and contributing to improvements in non-admitted length of stay (LOS). Working in partnership with the

Arrivals ANUM, the FAST CARE HUB ANUM will support the creation of capacity to offload Ambulance Victoria (AV) when required. This role is operational during AM and PM shifts, with night shift coverage transitioning to another designated ANUM, potentially the Arrivals ANUM. Performance in this role will be measured through dashboard metrics reflecting FT activity, space utilisation, and LOS improvements.

The FAST CARE HUB ANUM is expected to be a proactive leader, fostering collaboration, accountability, and continuous improvement in patient flow and care outcomes.

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 specialties, 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

The Fast Care Hub ANUM position is designated for ANUMs who have formally applied for and been appointed to these roles on a fixed-term basis. While holding this allocation, all ANUMs are still required to fulfill core responsibilities within the Emergency Department ANUM role, including duties across SB1, SB2, and SSU.

The Fast Care Hub ANUM leads patient flow and care across Fast Track and DASS spaces, ensuring efficient movement, timely transitions, and optimal space utilisation. The role drives team coordination, supports Ambulance Victoria offload processes, and works to improve non-admitted length of stay. Performance is measured through activity, utilisation, and LOS metrics, requiring proactive leadership and collaboration.

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

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.
- 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.

Education
- Support learning and collaboration within the multidisciplinary team (MDT), ensuring all members understand patient flow protocols and care priorities.
- Engage in self-development by reviewing dashboard data and identifying areas for improvement in patient flow and care delivery.
- Attend monthly review of action plan, as developed by working group, based on dashboard trends
- Foster a learning environment by mentoring early career staff and promoting best practices in patient movement and space utilisation.
- Offer feedback to others which is specific, supportive, non-judgmental, timely and reflective.

Research
- Apply evidence-based practice to optimise patient flow strategies and reduce non-admitted length of stay (LOS). Consider sustainable and quality use of diagnostics.
- Contribute to data-informed improvements by analysing dashboard metrics and identifying trends for service enhancement.
- Review any breaches in underutilisation of FT/ DASS spaces, or prolonged LOS to understand rationale and identify future changes to avoid repetitive patterns.

Support of Systems
- Drive strategic utilisation of FT and DASS spaces to support AV offloads and reduce ED congestion.
- Communicate with Arrivals Hub ANUM to maintain AV offload targets
- Deliver measurable outcomes through proactive space management and patient movement oversight.
- Support others to understand the Austin Nursing Vision: Austin nurses working alongside Austin Nurses 24/7 to deliver reliable, safe, person-centered care.
- Use nursing informatics tools (e.g., dashboards, end of shift reports) to monitor performance and guide decision-making.
- Identify practice gaps and implement projects based on clinical audit methodology and PDSA cycle.
- Understand clinical audit and practice improvement initiatives and results at local level.
- Provides reports to NUM/ Manager on audit results and deliver presentations to colleagues.

Professional Leadership
- Demonstrate professional excellence in managing patient flow and leading the FT MDT team.
- 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.
- Utilise effective communication and leadership styles.
- Begin to develop good self-awareness and self-management and adjust own style in different circumstances.
- 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 ward/ unit 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.

People Management
- Provide clinical leadership and guidance.
- Liaise with Team Leaders regularly.

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.
- Monitor the ED Real Time Dashboard with a focus on ED Fast Track Area.

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, ensure minimum requirements for documentation are met.

Streaming & Bed Management
- Apply "Ready to Go" status promptly

Support
- Provide senior support to Fast track and DASS multidisciplinary staff for consistent management.

Escalation
- Respond to Category 2 triage promptly to facilitate treatment.
- Escalate patients >90 mins without plan and >3 hrs awaiting bed to Fast Hub treating clinicians.

- Coordinate with Bed Management to arrange transfer plans for admitted patients and explore alternative options, including but not limited to scheduled admissions to theatre, TSC, ASTU, Transit Lounge and wards.
- Escalate patients who have been in FT for >90 mins without plan and patients who have an overall LOS >3hours to the treating clinician.
- Coordinate with Bed Management to arrange transfer plans for admitted patients, including but not limited to scheduled admissions to theatre, TSC, ASTU, Transit Lounge and wards.
- Communicate to the SB1 ANUM any requirements for escalating FT patient care to main cubicles or the resuscitation room based on clinical needs
- Consider use of transit lounge for patients meeting criteria

Handover
- Morning (0700), Midday (1300), Night (2100):
  Report access issues, clinical status, patient disposition, barriers, and actions.

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 or senior Clinical Nurse Specialist (CNS) within a tertiary level organisation.

- 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.

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

- Demonstrated ability to problem solve.

- Critical thinking skills and the ability to work autonomously.

- Experience in leading change.

- 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.

Our actions
show we care

We bring
our best

Together
we achieve

We shape
the future

austin.org.au

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

Role & Responsibilities – Emergency Services – Fast Care Hub ANUM

Purpose
- 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):** ≥ 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.
- Maintain >90% active utilisation of FT chairs
- Maintain <10 minutes average idle time of FT spaces
- Maintain >85% occupancy of FT/ DASS spaces

Patient Flow & Access Oversight
- Expedite patients allocated to Fast Track (FT) from the Waiting Room (WR) into a vacant FT space immediately
- Ensure time-to-treatment KPIs are met (Cat 1 immediate, Cat 2 within 10 mins, etc.)
- Consider FT patients for DASS admission if criteria are met and display this as a "Next Step"
- Provide clinical ISBAR handovers for FT or DASS patients transitioning to wards, SSU, or DASS
- Ensure patients flagged as RTG in FT or DASS areas are discharged within 60 minutes or at the time allocated by bed management
- Escalate Occupational Violence and Aggression (OVA) promptly through communication with security
- Minimise "Did Not Wait" risk
- Support First Nations patients through early identification and escalation to AHLO
- Monitor wait times and escalate delays to MDT or SB1 ANUM
- Relocate FT patients awaiting results or inpatient team discussions to WR if clinically safe and DASS admission is not appropriate
- Identify patients suitable for ED Rapid Access Clinics
- Support FT nursing staff to manage risk and timely care

Our actions show we care

We bring our best

Together we achieve

We shape the future

- Ensure documentation for FT patients includes brief assessment, vital signs, and targeted systems assessment
- Oversee AV offload and patient streaming into Fast Care Hub cubicles
- Manage Fast Track, DASS, and designated areas
- Attend 0800 & 1600 ED huddles
- Liaise with other ED ANUMs/EPs to resolve delays to patient care and escalate per policy
- Monitor LOS and prioritise movement
- Identify and stream appropriate patients to Rapid Access Clinic
- Refer appropriate patients into HITH models of care and Virtual Hospital

Our actions
show we care

We bring
our best

Together
we achieve

We shape
the future

austin.org.au