

Position Description

Emergency Services Nurse Unit Manager

Classification:	Nurse Manager (NM12)
Business unit/department:	Access, Critical Care, Imaging & Ambulatory Services Division
Work location:	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)
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Employment type:	Full-Time
Hours per week:	38 + ADO
Reports to:	Operational – Divisional Manager Access and Critical Care services Professional – Chief Nursing Officer
Direct reports:	202 EFT
Financial management:	Budget: \$36M
Date:	November 2025

Position purpose

The Emergency Services Nurse Unit Manager(NUM), in collaboration with the Director of Emergency, holds overarching responsibility and accountability for the performance, quality, and strategic direction of all Emergency Services clinical areas. This pivotal leadership role drives excellence in patient care, operational efficiency, and workforce development across a complex, high acuity environment.

The Emergency Services NUM provides strategic and operational leadership in driving performance outcomes across the ED, including achievement of NEAT (National Emergency Access Target) benchmarks and timely Ambulance Victoria offload processes. Leads multidisciplinary teams to optimise patient flow, reduce delays, and ensure high-quality, responsive emergency care aligned with state-wide and organisational performance metrics.

They are 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. The NUM will set the standard for nursing care through utilising evidence-based practice and innovation, whilst ensuring that the nursing care meets the professional, organisational, legal, and ethical standards 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 the Division/Emergency Department

Access, Critical Care, Imaging and Ambulatory Services Division (ACIA)

Access, Critical Care, Imaging and Ambulatory Services Division incorporates the following specialties across Austin Health sites with the objective of providing efficient and coordinated patient focused service:

- Ambulatory Care Centre and Transit Lounge
- Bed Management and Hospital wide access
- Care Coordination
- Emergency Department and Emergency Short Stay Unit
- Hospital in the Home inc Virtual Care
- Intensive Care Unit
- Molecular Imaging and Therapy (MIT)
- Non-Emergency Patient Transport
- Radiology Specialist Clinics

ACIA strategically contributes a critical end to end view of the Austin Health patient journey. ACIA drives operational efficiency and performance improvement through an evidenced based approach and methodology to maintain a continuous and holistic view of the patient journey. The division provides expert advice to mold future-oriented models of practice and operational design. The role controls bed utilisation via a centralised model to maximise the single point of decision making and efficient resource utilisation.

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.



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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

Professional Leadership:

- Provides leadership and works collaboratively with the Emergency Services Clinical Nurse Manager – Workforce and Clinical Nurse Manager – Quality & Risk
- Ensure the Emergency Department meets and exceeds strategic and operational performance indicators through effective leadership and direction
- Lead and participate in developing internal and external stakeholder partnerships
- Provide professional leadership for nursing and multi-disciplinary team in ED
- Creates an empowering team environment, promoting a positive culture to provide patient centred care.
- Acts as a role model for staff, setting and clearly communicating clinical and professional 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 department level including recruitment and selection, daily staffing, leave management, rostering, attendance management and retention.
- 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.
- Displays an ability to analyse situations and make appropriate decisions in a timely manner that meets the needs of patients, staff, and organisation.
- 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, staff wellbeing and improvement are valued.
- Adapts working style as appropriate to achieve effective outcomes.
- Proactive leadership through development of contemporary knowledge and professional development, including, Nurse Unit Manager Committee, Clinical Supervision for Nurse Unit Manager Program and external opportunities as required.

Support of Systems:

- Provide strategic direction for Emergency Services in partnership with the Medical Director and ACIA Divisional Leadership
- Provides expert clinical knowledge and direction to ensure that clinical standards, policies, and procedures promote a patient focused model of care.



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- Ensure clear accountability for quality and safety within the department.
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk management system is functional.
- Be aware of and comply with the core education, training, and development priorities.
- 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.
- 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.
- 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.
- 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.
- Oversee the procurement, storage, and distribution of consumable products and equipment across the ED.
- 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.
- Manages internal and external stakeholder engagement with suppliers and end users.
- Management and oversight of all Service and Maintenance contracts, ensuring the department's equipment is maintained, clinically safe and in sufficient numbers to meet service demand.
- To work with Asset Services to register and evaluate all capital equipment and maintain an up to date database of condition, age, expected working life, service history that informs Asset services decision making.
- To work with procurement to obtain formal quotes and tender processes in line with Procurement policy.

Financial Management:

- Analyse cost-effectiveness and identify opportunities for savings without compromising quality of care.
- Accountable for the preparation, monitoring, delivering and evaluation of department budgets.
- Identifies cost effective and efficient approaches to managing resources.
- Uses financial data to develop strategies and business plans.
- Oversee the timely and cost-effective selection, acquisition and evaluation of equipment and associated services for the ED with a focus on effective financial management.
- Manage the ED consumable and equipment budget in conjunction with the ED Medical Director to identify opportunities for savings and cost reductions.

Direct Clinical Care:



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- 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.

Education:

- Foster a culture of clinical excellence that is based on person centered care, collaboratively working with staff to focus on the quality and safety of services.
- Ensures that all staff complete mandatory training within the required timeframes.
- Ensures compliance with all accreditations (e.g. National Safety and Quality Health Service Standards) and other requisite standards (e.g. AS 5369:2023) and maintains contemporaneous knowledge of relevant legislation.
- Creates a climate where self-development and improvement are valued.
- Maintains and updates own professional practice portfolio to demonstrate an ongoing commitment to learning and best practice.

Research:

- Demonstrates a capacity to undertake/support nursing research, publication of work and public presentation within the local, national, and international healthcare community.
- Maintains and updates own professional practice portfolio to demonstrate an ongoing commitment to learning and best practice.

Business and Financial Acumen:

- Accountable for the preparation, monitoring, delivering and evaluation of unit budgets.
- Identifies costs in accordance with emerging service needs.
- Explains financial implications of business decisions to staff.
- Identifies cost effective and efficient approaches to managing resources.
- Uses financial data to develop strategies and plans.

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



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Essential skills and experience:

- Registered Nurse, current AHPRA registration.
- Graduate Certificate in Critical Care Nursing
- Relevant Post-Graduate Qualification in Nursing, Management or equivalent, (or working towards).
- Previous nursing management experience in a tertiary Emergency Department or equivalent Critical Care unit/department.
- Patient-centered approach to evidence-based care delivery.
- Demonstrated knowledge of professional standards.
- Knowledge of legal and ethical requirements.
- Ability to implement budget management processes.
- Proven capability in leading a department within a tertiary healthcare setting.
- Demonstrated commitment to quality, best practice, and safety.
- Ability to communicate effectively in both written and verbal form.
- Proven capability for critical thinking and problem solving in multifaceted situations
- Ability to build a dynamic team which works effectively within a multidisciplinary environment.
- Proven ability to implement, lead and foster a culture of innovation and collaboration.
- 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 or as required for the role and/or department.
- Competent computer skills in Microsoft office applications including Excel.
- A commitment to Austin Health values.

Desirable but not essential:

- Demonstrated capacity to undertake/support nursing research, publication, and public presentation.

Professional qualifications and registration requirements

- Registered Nurse Division 1 (General) registered with the Nursing and Midwifery Board of Australia
- Relevant Post-Graduate Qualification in Nursing, Management or equivalent, (or working towards).

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



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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.



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