# Position Description

## Nurse Unit Manager

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| **Classification:** | RPN Gr5 Unit Manager |
| **Business unit/department:** | Mental Health Division (MHD) |
| **Work location:** | Austin Hospital  ☒     Heidelberg Repatriation Hospital  ☐<br>Royal Talbot Rehabilitation Centre  ☐     Other  ☐ (please specify) |
| **Agreement:** | Victorian Public Mental Health Services Enterprise Agreement 2020-2024 |
| **Employment type:** | Full-Time |
| **Hours per week:** | 38 hours (plus ADO) |
| **Reports to:** | Business –Divisional Manager ICYMHS<br>Professional – Chief Nursing Officer / Senior Psychiatric Nurse |
| **Date:** | July 2025 |

## Position purpose

The Nurse Unit Manager is recognised as the operational leader of the multidisciplinary team.  The position models the core values of Austin Health through effective leadership and management of the clinical nursing and support staff. He/she is responsible for ensuring the delivery of evidence- based care that meets professional, organisational, legal and ethical standards in order to optimise health outcomes for people admitted to the mental health unit. The Nurse Unit Manager is responsible for a safe working environment and the effective utilisation of human and financial resources within a cycle of continuous service improvement. The role works collaboratively with the Consultant Psychiatrist on the team to lead the workforce in the clinical work and ensure adherence to the agreed model of care.

In addition, the role leads a healthy and responsive culture to support staff to cope with change; develops and maintains positive working relationships with key stakeholders (internally and externally); promotes staff wellbeing and professional development and actively contributes to sound workforce planning and other projects as required. The Nurse Unit Manager ensures quality working relationships with other parts of the Mental Health Division (MHD) and participating in the strategic planning of the MHD.

**The Mental Health Division** provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria. Services are located across Austin Health campuses and in the community.

The Mental Health Division incorporates three program areas:

- Adult and Older Mental Health Services
- Infant, Child and Youth Mental Health Services and,
- Mental Health Specialty Services.

All mental health services work within a clinical framework that promotes recovery-oriented practice and supported decision making. This approach to client wellbeing builds on the strengths of the individual working in partnership with their treating team. It encompasses the principles of self-determination and individualised treatment and care.

### About ICYMHS

The Child and Youth Mental Health Service (ICYMHS) sits within the Mental Health Division and provides tertiary mental health services to the north-eastern catchment of Melbourne (currently the local government areas of Banyule, Boroondara, Darebin, Nillumbik, Whittlesea, and Yarra). Young people eligible for the service are aged 0-25 years.   Lived and Living Experience Workforce is also embedded with the ICYMHS Directorate.

Austin Health ICYMHS have two inpatient units (a child and an adolescent one), a Child and Family Centre called Booboop Narrkwarren Nagarra-Jarra-noun and a Youth Prevention and Recovery Centre (YPARC), along with a range of community teams.

The child and youth community teams work alongside specialist outreach teams, an Under 25 Crisis Assessment & Treatment Service (CATS) and a triage team. The work is supported by specialist roles: - Infant and Child Specialists, Carer and Consumer Consultants, Alcohol & Other Drug Specialists, Aboriginal Mental Health Liaison Officers, a group program coordinator and an Autism Spectrum Disorder Assessment Program.

### About the Adolescent Inpatient Unit

This position is located with the Adolescent Inpatient Unit. The unit has 11 beds, and is based at the Austin Hospital and admits adolescents who have turned 13 (but are not yet 18 years of age) for assessment and treatment. These young people may be experiencing emotional, behavioural and/or social difficulties and have usually had some outpatient treatment. A high proportion of consumers are admitted in crisis.

There is an associated Austin Hospital School administered by the Department of Education and Training. All mental health services work within a clinical framework that promotes recovery-oriented practice and supports decision making. This approach to young people's wellbeing builds on the strengths of the individual working in partnership with their treating team and carers. It encompasses the principles of self-determination and individualised treatment and care. The team includes both consumer and carer peer workers.

**Role Specific:**

**Direct Comprehensive Care**

- Complete a high standard of accurate and timely clinical and operational documentation and data entry in a timely and efficient manner, and in accordance with ICYMHS and relevant professional/mental health sector statutory requirements.

- Display a clear understanding of and practice in the principles of recovery-orientated, trauma-informed and family-centred, collaborative practice and expertise in engaging young people & their families within clinical settings in order to supervise clinical staff.

- Provide easy access to mental health services through the adherence to up to date policies and procedures, or development of such.

- Ensure the team undertakes comprehensive assessment, case coordination, management and reviews of young people (face-to-face, via telehealth, or through outreach visits as appropriate) and contribute to the implementation, monitoring and evaluation of treatment objectives.

- Ensure the team provides case coordination and management using a phase-specific model of care with an emphasis on supporting the client through the recovery process. Assist the clinical staff to assess the clinical risk of a client and effectively manage this risk through comprehensive and timely planning and intervention.

- Displays an ability to analyse situations and make appropriate decisions in a timely manner that meets the needs of patients, staff and organisation, escalating where appropriate to Divisional Manager or Clinical Director, according to the issue.

- Ensures a high level of work quality, develops, implements and monitors quality improvement activities within the unit.

- Uses clinical information systems to inform decision making and evaluate outcomes. Ensure safe work practices and environment in accordance with Austin Health Policies. Participates in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management. Ensures that Incident management systems are appropriately applied and a systematic response to local issues and performance improvement occurs.

- Ensure treatment and care is delivered in a manner that is sensitive to age, language, gender, religion, and individual beliefs.

- Provides expert clinical knowledge and direction to ensure that clinical standards, policies and procedures promote a patient-focussed model of care.

- Provide selected primary, secondary or tertiary consultation to relevant services and care providers where required to support complex case planning and interagency problem solving.

- Effectively engage and work with lived experience/consumer and carer advocates or representatives to enhance the knowledge, attitudes and skills of those within the team or to improve quality of care.

**Support of Systems**

- Actively contributes to investigations of complaints, critical incidents and debriefs/diffusion processes that support reflective thinking, appropriate recommendations, and document same as required in a timely way.

- 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.

- Develops and monitors return to work plans for staff on Workcover.

- Ensure that incident management systems are appropriately applied and a systematic response to local issues and performance improvement occurs in a timely way.

- Accountable for the preparation, monitoring, delivering and evaluation of unit budgets. Identifies costs in accordance with emerging service needs demonstrating understanding of the impact of financial decisions on the broader organisation.

- 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.

- Ensure all staff complete an annual performance review and development.

- Responsible for human resources requirements at a unit level including recruitment and selection, retention, daily staffing, leave management, rostering and attendance management, positive recognition, and comprehensive orientation, building a cohesive team culture, coaching and mentoring and providing learning opportunities.

- Appropriately use information and communication systems that support the effective and efficient clinical and administrative operation of the position.

- Demonstrates an ability to make effective decisions within an agreed specified time.

**Education**

- Ensures all staff complete all mandatory training within set timeframes.

- Participate in the ongoing professional development of self and others and encourage responsibility for own learning into evidence-based practice, leadership and to satisfy Continuing Professional Development requirements.

- Provides staff with professional development opportunities for learning and education.

- Provide education to clinicians and external service providers as indicated.

- Seeks opportunity to embed evidence into clinical practice and encourages staff to participate in literature review/conference presentation/ attendance or journal publication.

- Shares knowledge and information with the team.

**Professional Leadership**

- Actively contributes to enhancing a positive ICYMHS culture as part of the leadership group; helps to create a team environment which promotes opportunity for learning and development, safety and welfare of staff and fosters collaboration and innovation in practice.

- Reflects on and in practice, in line with Austin Health values applies these when interacting with others.

- Lead in ways that result in high levels of staff satisfaction and recognition, low absenteeism, high staff retention rates of high-quality staff and successful recruitment to any vacancies within the team in a timely way, following relevant processes and policies.

- Be responsible for the operational functioning of the team, ensuring staff have adequate orientation to their roles, the skills, resources and procedures to provide effective delivery of quality clinical services within the team and between teams.

- Continuously reviews existing practices and policies according to evidence-based practice to minimise adverse patient outcomes.

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- Maintains a professional demeanour and serves as a role model for all 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.

- Creates a 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. Communicates information and expectations in a way that builds effective and collaborative working relationships with others.

- Communicates clearly and concisely with impact.

- Effectively deals with challenging behaviours and the resolution of conflicts. Ensures information is available to all staff by utilising a wide range and appropriate modes of communication.

- Demonstrates leadership in situations demanding action, adapting working style as appropriate to achieve effective outcomes.

- Creates a climate where self-development and improvement is valued.

- Network and liaise with staff from a range of health, education, child and family services to enhance service delivery and capacity building.

- Communicates a positive vision for change and supports others through the change process. Proactively identifies new opportunities and addresses barriers to change.

- Work collaboratively with the team's Consultant Psychiatrist to provide direction to clinical staff. Manages own time efficiently and effectively in line with key priorities for the unit.

- Actively participate in operational, clinical and professional supervision and performance development and review processes.

## Research and Quality

- Identifies opportunities for process redesign and to support staff in the implementation of redesign projects and activities.

- 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.

- Supports and actively participates in research and implements findings into clinical practice. Develops a Quality and Business Plan for the unit in accordance with the NSQHS Accreditation Guidelines.

- Is actively involved in matters relating to Occupational Health and Safety and ensures safety standards in the workplace are met.

- Maintain an awareness and practice of safety issues, the safe practice policy and procedures of the service, and relevant legislation to ensure that risks to consumers, carers, families, staff and the community are minimised, and environments are well maintained.

- Be aware of and adhere to safety and other procedures within ICYMHS, MHD and sites you visit.

- Demonstrates a capacity to undertake/support nursing research, publication of work and public presentation within the local, national and international healthcare community.

**Essential skills and experience:**

- Knowledge of the Mental Health and Wellbeing Act 2022 and other relevant legislation: Child, Youth and Families Act 2005; the Privacy Act 1988; and the Drugs, Poisons and Controlled Substances Regulations 2017; Occupational Health and Safety Act 2004

- Knowledge of legal and ethical requirements

- Demonstrated leadership capability to build and maintain a dynamic, multidisciplinary and high performing team

- Ability to communicate effectively (nonverbally, in writing and verbally)

- Ability to implement budget management processes

- Ability to problem solve in a variety of complex situations

- Ability to implement, lead and support change

- Demonstrated knowledge of the Safewards model and experience in reducing restrictive interventions

- A current Working with Children Check – no restrictions

- A current Victorian Drivers' Licence – no restrictions

**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. Experience in process redesign projects and activities

- Demonstrate a working knowledge of the Victorian Public Mental Health care system and resource allocation

- Membership of a relevant clinical specialist organisation

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

## Professional qualifications and registration requirements

- Registered Nurse, Nursing & Midwifery Board of Australia

- Relevant Post-Graduate Qualification in Psychiatric/Mental Health Nursing or equivalent Substantial clinical and/or managerial experience in mental health.

## 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.

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