

Position Description

Nurse Unite Manager

Classification:	Nurse Manager (NM11)
Business unit/department:	Spinal Rehabilitation Facility, Continuing Care
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:	Full-Time
Hours per week:	38 + ADO
Reports to:	Operational - Director of Nursing Royal Talbot / Divisional Manager Rehabilitation and Statewide Services Professional - Chief Nursing Officer
Direct reports:	EFT: 34.01
Financial management:	Budget: Approx \$6M
Date:	October 2025

Position purpose

The Nurse Unit Manager (NUM) is 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 Continuing Care Division and the Victorian Spinal Cord Service

The Continuing Care Division includes aged care, rehabilitation, community services and specialist clinics. The services are provided across the Austin, Heidelberg, Royal Talbot campuses and into the community. The Continuing Care division also incorporates the Better @ Home Program with the aim to help keep patients in the comfort of their own home.

Aged Care Services

The Aged Care Services is comprised of Ward 9, Ward 10, Ward 11 and Ward 12 at the Repat as well as Community Aged Care Services which includes Aged Care Assessment Services (ACAS), Transitional Care Program (TCP), Restorative Care and the Medical Cognitive Research Unit (MCRU).

Rehabilitation and State-wide Services

The Rehabilitation and State-wide Services based at Royal Talbot Rehabilitation Centre, encompasses Mellor Unit, Acquired Brain Injury Unit (ABI), the Spinal Rehabilitation Service and Spinal Community Services (part of the Victorian Spinal Cord Service). ABI and Spinal Rehabilitation are state-wide services.

Ambulatory Services

The Ambulatory Services provide both onsite and community services across the Health Independence Program (HIP), Residential In-reach Services and Better@Home-Subacute.

The Victorian Spinal Cord Service

The Victorian Spinal Cord Service (VSCS) provides acute, rehabilitation, outpatient and community outreach services for people who sustain traumatic spinal cord injuries in Victoria, Tasmania and southern NSW. The VSCS is 1 of only 6 such specialist services in Australia and forms part of Victoria's state trauma system.

The VSCS provides continuing care from notification of injury; acute care and rehabilitation to community follow up and long-term review. The two wards that provide these services are: Spinal Rehabilitation Facility, located at Royal Talbot Rehabilitation Centre of Austin Health and, 3 North Located at Austin Hospital .

The Spinal Rehabilitation Facility is located at the Royal Talbot Rehabilitation Centre of Austin Health. This 20-bed specialist rehabilitation facility was specifically designed for: the rehabilitation of people with new, traumatic spinal cord injuries.

Position responsibilities

Professional Leadership:

- 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 unit level including recruitment and selection, daily staffing, leave management, rostering, attendance management and retention.



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- 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.
- Gathers sufficient information to make informed decisions.
- 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.
- Accountable for the preparation, monitoring, delivering and evaluation of unit budgets.
- Identifies cost effective and efficient approaches to managing resources.
- Uses financial data to develop strategies and business plans.
- 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.
- 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:

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

Direct Clinical Care:

- Ensures that standards of nursing care are established and maintained, applying evidence-based standards and healthcare research.



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- 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. AS4187) 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

Essential skills and experience:

- Registered Nurse, current registration with Nursing and Midwifery Board of Australia, no conditions.
- Relevant Post-Graduate Qualification in Nursing, Management or equivalent, (or working towards).
- Previous nursing management experience.
- 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.
- Demonstrated ability to use clinical information systems.
- Demonstrated leadership ability.
- Demonstrated commitment to quality, best practice, and safety.
- Ability to communicate effectively in both written and verbal form.



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- Ability to problem solve in a variety of complex situations.
- Ability to build a dynamic team which works effectively within a multidisciplinary environment.
- Ability to implement, lead and support change.
- 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.
- Be an active participant of a relevant clinical specialist organisation.

Desirable but not essential:

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

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

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.



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