

Position Description

Planned Surgery Access Nurse Unit Manager (PSAM)

Classification:	NM11
Business unit/department:	Surgery, Anaesthesia and Procedural Medicine Division (SAPM)
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)
	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Employment type:	Full-Time
Hours per week:	38 hours
Reports to:	Divisional Manager – Access, Planned Procedures & Endoscopy Services
Direct reports:	37
Financial management:	Budget: \$3.5 million
Date:	October 2025

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 Planned Surgery Access Nurse Unit Manager (PSAM) has overall responsibility for coordinating the service provision, advanced practice nursing staff and resources for an efficiently functioning Planned Surgery service at Austin Health. This includes:

- Finance and budget management
- Human resource allocation and performance management
- Information technology systems
- Quality, Safety & Risk
- Partnership development
- Data and reporting requirements
- Strategic planning and business development
- Project and innovation.

Role Overview

Oversee and coordinate the management of the Planned Surgery services in accordance with the Planned Surgery Access Policy (PSAP) across Austin health, and, when applicable, external healthcare facilities under contractual arrangements. This includes, but is not limited to:

- Coordinating and planning end-to-end processes for all planned surgery activity and care
- Delivering a safe, high-quality experience for planned surgery patients
- Developing models of care for each patient cohort, in collaboration with units and relevant sites
- Acting as the primary point of contact for all work undertaken in this capacity

Performance and Compliance

Under the direction of the Divisional Manager – Access, Planned Procedures & Endoscopy Services, this role is responsible for establishing robust monitoring systems and strengthening the engagement of Heads of Units (HOU) to ensure that performance data, quality indicators, and audit processes meet the Department of Health's (DoH) Planned Surgery Access Policy requirements. Key responsibilities include:

- Coordinating case management of long-waiting patients
- Monitoring and management of treatment within clinically recommended timeframes (Categories 1-3)
- Investigation and management of Hospital Initiated Postponements (HIPs) and day-of-surgery cancellations,
- Preparing reports and action plans related to these areas

About the Directorate/Division/Department

The Surgery, Anaesthesia and Procedural Medicine Division (SAPM) is responsible for over 50,000 procedures per year being delivered to the community serviced by Austin Health. This includes planned surgery, emergency surgeries and procedure base care across 11 operating theatres at the Austin site (AOS) and 8 operating theatres at The Surgery Centre (TSC).

The Planned Surgery Preparation List (PSPL) continues to grow year on year. This, along with Austin Health's increased demand in emergency surgery, creates a great deal of pressure to ensure planned surgery and endoscopy patients are treated within their clinically recommended timeframes, whilst enabling emergency surgery access for our patients. The PSAM will work with the Divisional Manager – Access, Planned Procedures & Endoscopy Services - to achieve the Planned Services activity and preparation list targets.

Position responsibilities

Role Specific:

Professional Leadership

- Demonstrates advanced clinical knowledge and expertise relevant to Planned Surgery, acting as an expert resource for advanced practice nursing staff.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

- Leads and supports the Planned Surgery and Endoscopy Services teams, fostering a culture of excellence, collaboration, and continuous improvement.
- Communicates clearly, builds effective multidisciplinary relationships, and represents the unit in internal and external forums.
- Models professional conduct, emotional intelligence, and integrity in all interactions.
- Contributes to strategic planning and service development to align with organisational goals and DoH requirements.
- Promotes and ensures a safe, healthy, and inclusive workplace culture.
- Builds trust and mutual respect across teams and stakeholders.
- Actively participates in committees and working groups contributing to organisational objectives and SAPMs strategic direction.
- Promotes a positive team culture that supports learning and professional development.
- Provides proactive leadership through participation in relevant Nurse Unit Manager Committees

Direct clinical care

- Demonstrates advanced clinical knowledge and expertise relevant to Planned Surgery services.
- Ensures standards of nursing care are established, maintained, and evaluated in accordance with evidence-based practice.
- Provides expert clinical consultation and oversight for preadmission and planned surgery processes.
- Monitors and evaluates patient outcomes, including Category 1–3 performance, long wait management, and planned surgery access compliance.
- Standardises care delivery and documentation across Planned Surgery and Endoscopy Services in collaboration with Endoscopy Access Manager and Administrative Manager.
- Continuously reviews and updates clinical practices to reflect evidence-based care and minimise adverse outcomes.
- Documentation meets legal, professional, and organisational standards.
- Compliance with Planned Surgery Access Policy (PSAP) and other DHHS guidelines.
- Audit processes demonstrate ongoing quality improvement.

Support of Systems

- Provides expert clinical knowledge and direction to ensure that systems, policies, and procedures align with best practice and patient-focused care.
- Maintains accountability for quality, safety, and risk management systems, ensuring timely incident reporting, investigation, and follow-up.
- Identifies areas for improvement through audits, consumer feedback, and performance data, implementing strategies for sustainable change.
- Promotes a safe, healthy workplace and ensures compliance with Occupational Health and Safety standards.
- Collaborates across departments to strengthen governance, standardisation of care delivery, and achievement of strategic objectives.
- Coordinates the development, review, and implementation of clinical policies and procedures, ensuring adherence to review timeframes.
- Utilises performance data to monitor outcomes, drive continuous improvement, and meet Department of Health (DoH) requirements.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

- Actively participates in organisational committees, working groups, and quality initiatives to advance patient care and system efficiency.
- Oversees data integrity, reporting, and compliance with Planned Surgery Preparation List (PSPL) and DoH requirements.

Education

- Fosters a culture of clinical excellence, learning, and evidence-based practice that prioritises patient safety and person-centred care.
- Facilitates training and professional development opportunities for staff.
- Ensures staff complete all mandatory training and maintain compliance with accreditation standards (e.g. NSQHS, AS 5369:2023).
- Promotes professional growth through mentorship, coaching, and access to education and skill-building opportunities.
- Maintains own Professional Practice Portfolio, reflecting commitment to lifelong learning and contemporary practice.
- Educates and informs colleagues on the role, scope, and function of the Endoscopy and Planned Surgery Access teams.
- Collaborates with the multidisciplinary team (both internal to Austin Health, and external to affiliated services) to provide education that enhances safe patient journeys and effective care coordination.

Research

- Supports and participates in nursing and clinical research initiatives that contribute to evidence-based improvements in care delivery, relevant to unit
- Utilises audit data, quality improvement outcomes, and consumer feedback as sources for inquiry and service enhancement.
- Participates in evaluation of systems, policies, and clinical outcomes to identify opportunities for improvement.
- Supports the translation of evidence-based findings into clinical practice and policy development.
- Quality improvement initiatives implemented based on data and research.
- Continuous review of evidence-based practices across the service.
- Maintains an active professional portfolio that demonstrates engagement in research and learning, and best practice development.

Business & Financial Acumen

- Accountable for preparing, monitoring, and evaluating unit budgets, ensuring responsible financial management and resource utilisation for the cost centre, as well as align with Division-wide priorities.
- Supports the Divisional Manager – Surgical and Endoscopy Access in meeting financial and performance targets.
- Develops and implements financial strategies that align with service and organisational goals.
- Uses financial and performance data to inform business planning, identify savings opportunities, and enhance service delivery efficiency, without compromising patient care quality.
- Develops annual business plans for Endoscopy and assists with Planned Surgery Access services, ensuring alignment with quality, performance, and strategic objectives.
- Monitors and evaluates service performance, recommending and implementing process improvements to optimise patient flow and system efficiency.

People Management Roles:

- Ensure clear accountability for quality and safety within the department
- Ensure incident management systems are applied and a response to local issues and performance



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**

- improvement occurs; ensure the risk management system is functional
- Be aware of and comply with the core education, training and development policy

Selection criteria

Essential Knowledge and skills:

- Demonstrated knowledge and expertise in the Planned Surgery booking processes, planned surgery access policy (PSAP) and key performance indicators related to Planned Surgery.
- Experience in planning and organising.
- Demonstrated problem solving skills.
- Demonstrated leadership ability.
- Demonstrated verbal and written communication skills
- Demonstrated ability to use clinical information systems, SurgiNet, MedTrak, SMR, related to the preadmission patient's journey
- Demonstrated knowledge of professional standards knowledge of legal and ethical requirements
- Commitment to quality, best practice and environmental safety
- Ability to work autonomously and as a member of a dynamic team which works effectively within a multidisciplinary environment

Desirable but not essential:

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

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.



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**

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.



Our actions
show we care



We bring
our best



Together
we achieve

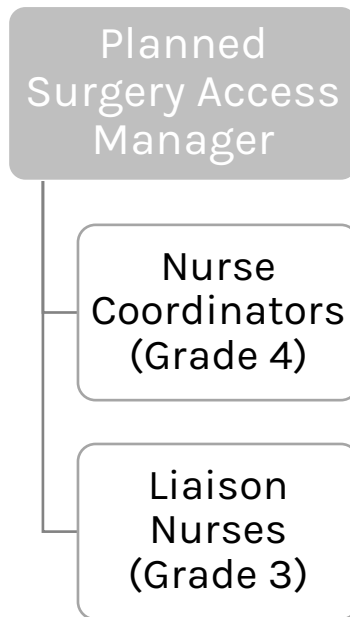


We shape
the future

Document Review Agreement

Manager Signature
Employee Signature
Date

People Management Role- Direct Reports



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future