

# Austin Health Position Description



**Position Title: Associate Nurse Unit Manager (ANUM)**

Classification:	Associate Nurse Unit Manager
Business Unit/ Department:	Ward 17 Inpatient Unit – Psychological Trauma Recovery Services - Mental Health Specialty Services
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
Employment Type:	Full-Time
Hours per week:	38.0 + ADO Monthly
Reports to:	Operational – Nurse Unit Manager (NUM) Professional – Senior Nurse (Mental Health)
Direct Reports:	N/A
Financial management:	Budget: Nil
Date:	August 2023

## About Austin Health

Austin Health is one of Victoria’s largest health care providers. Comprising the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home, and community-based health services; Austin Health is an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors and 3,000 nurses, and delivers a full range of leading-edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne’s north-eastern corridor in a safety-focused, collaborative and stimulating work environment.

Austin Health’s current vision is to change healthcare for the better through world class research, education, and exceptional patient care. Our values define who we are, shape our culture and the behaviours, practices, and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve, and we shape the future. <https://www.austin.org.au/strategy-vision/>

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

## Position Purpose

The Associate Nurse Unit Manager (ANUM) is recognised as a clinical leader within the nursing team. The role forms part of the leadership group and works as a delegate of the Nurse Unit Manager (NUM) to model 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 nursing care that meets professional, organisational, legal, and ethical standards in order to optimise health outcomes for the community. The role undertakes this by providing effective oversight of the daily operations of the department, and uses their clinical expertise to provide guidance, direction, supervision, and supportive professional development. In conjunction with the NUM, the ANUM will assist in timely patient access and facilitating patient flow.

The ANUM is responsible for fostering a positive team culture, a safe working environment and the effective utilisation of financial resources, whilst supporting the NUM to drive change and implement continuous service improvements.

## About the Mental Health Division

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.

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.

### Psychological Trauma Recovery Service (PTRS)

The Psychological Trauma Recovery Service (PTRS) is a 20-Bed State-Wide Specialist Mental Health Service for the treatment of trauma related mental health conditions. PTRS provides comprehensive and clinically-targeted treatments, underpinned by the best available evidence of both Post Traumatic Stress Disorder and associated conditions. The PTRS comprises of both Inpatient and Outpatient treatment programs, in addition to Group Treatment Programs for specific cohorts of consumers, including Veterans, Current-serving Australian Defence Force members, Emergency Services Personnel (i.e. Victoria Police, CFA/ MFB) and survivors of serious workplace or motor vehicle accidents.

### **The primary aims of the Austin Health TSU are to:**

Improve mental health outcomes, behaviour management, social skills, and recovery of people with complex care needs who require medium/long-term (average 1-3 years) residential care and would benefit from a therapeutic support and recovery focused model of care but do not require an intensive clinical environment

Provide a progressive transitional environment for clients assisting them in re-integrating as far as possible back into the community after achieving their recovery and

rehabilitation goals.

Promote greater awareness in this area of disability and contribute to the development of evidence-based management treatments and strategies.

## Purpose and Accountabilities

### Role Specific:

#### Delivering High Quality Consumer Care

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

##### *Key Performance Indicators:*

- Delivers high quality patient care
- Undertakes reviews of existing practice, local policies, and procedures to ensure best practice outcomes
- Assists with ensuring that all local policies and procedures are current and up to date
- Assists the NUM to communicate a positive vision for change and supports others through the change process

#### Effective and Responsible use of Resources

- Identifies costs in accordance with emerging service needs
- Collaboratively supports the NUM to explain financial implications of business decisions to staff. Identifies cost effective and efficient approaches to managing resources

##### *Key Performance Indicators:*

- Actively supports the effective management of the department's budget within targets and timelines
- Identifies cost effective and efficient approaches to managing resources
- Demonstrates an understanding of the impact of financial decisions on the broader organisation

#### Critical Thinking and Decision Making

- 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

##### *Key Performance Indicators:*

- Actively participates and contributes to the analysis of workplace issues, to gain understanding of their root cause
- Contributes positively to leadership team discussions to assist the NUM to make well- informed decisions
- Addresses critical factors when making complex decisions.

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

### **Interpersonal Communication, Influence and Leadership**

- 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
- Assists the NUM to ensure that information is available to all staff by utilising a wide range and appropriate modes of communication
- Demonstrates leadership in situations demanding action
- Maintains a professional demeanour and serves as a role model for all nursing staff. Assists the NUM to create a climate where self-development and improvement is valued
- Undertakes not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes, and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer

#### *Key Performance Indicators:*

- Acts as a nursing leader demonstrating and modelling exemplary professional conduct
- Assists the NUM to ensure correct understanding of the message, and reframes messages as needed
- Demonstrates integrity by building trust and mutual respect between self, colleagues, and stakeholders
- Shares knowledge and information with the team

### **Managing Performance**

- Provides expert clinical knowledge and direction to ensure that clinical standards, policies, and procedures promote a patient focussed model of care
- Acts as a role model for 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
- Under the direction of the NUM, assists to ensure all staff complete an annual performance review and development
- Assists to provide nursing staff with professional development opportunities for learning and education
- Under the direction of the NUM, assists with the human resources requirements at a unit level including daily staffing, rostering, and attendance management
- Assists the NUM to implement strategies to retain staff including, positive recognition, and comprehensive orientation, building a cohesive team culture, coaching, and mentoring and providing learning opportunities
- As part of the leadership team, contributes to ensuring a high level of work quality by assisting to develop, implement and monitor quality improvement activities within the department/ward, in accordance with Austin Health Policies as varied from time to time

*Key Performance Indicators:*

- Intervenes in a timely manner if values are breached in the workplace
- Provides timely performance feedback, coaching and guidance as needed
- Actively promotes and fosters high performance by identifying new professional and learning challenges for staff
- Maintains current knowledge and credentialing as a department Fire Warden

**Planning and Priority Setting**

- Works collaboratively with all departments to develop the systems, processes and projects required to support the organisations strategic direction
- Assists the NUM to identify opportunities for process redesign and supports staff in the implementation of redesign projects and activities
- Actively participates in interdisciplinary committees and working parties locally and organisation wide as required

*Key Performance Indicators:*

- Actively assists the NUM to implement projects, processes, and systems
- Manages own time efficiently and effectively in-line with key priorities for the unit
- Actively participates in committees and projects that contribute to the organisations objectives and disseminates outcomes/key issues to unit staff

**Quality, Safety & Risk Orientation**

- Promotes and ensures a safe and healthy workplace for staff and patients
- Is actively involved in matters relating to Occupational Health and Safety and ensures safety standards in the workplace are met
- Ensure safe work practices and environment in accordance with Austin Health Policies
- Ensure that Incident management systems are appropriately applied and assists the NUM to ensure that a systematic response to local issues and performance improvement occurs
- Participates in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management

*Key Performance Indicators:*

- Consistently delivers a high-quality service
- Proactively reports any systems and safety non-compliance and assists to implement remedial action plans
- Continually seeks ways to improve systems and procedures
- Works with the NUM and completes any portfolio or other set work to a high standard
- Promotes and ensures a safe and healthy workplace through assisting with regular audits, incident reviews and implements recommendations

## Self-Management

- Demonstrates a positive attitude to the agreed role and responsibility of position. Maintains and updates own professional development portfolio to demonstrate an ongoing commitment to learning and best practice
- Adapts working style as appropriate to achieve effective outcomes.
- Invites and assimilates feedback from others by active participation in own performance review process.

### Key Performance Indicators

- Reflects on practice in-line with Austin Health Values and applies these when interacting with others
- Recognises and understands own emotions and reactions to situations
- Appropriately and effectively articulates feelings and opinions
- Perceives and understands the emotions of others
- Maintains resilience through stressful situations
- Actively engages in ongoing self-development.
- Abides by Austin Health corporate policies and practices

## All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse):  
<https://austinhealth.sharepoint.com/sites/OPPIC>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

## Our Values:

- Our values were developed through extensive consultation with our people across the organisation, so our values truly reflect the voice, hearts and minds of Austin Health.
- Our values define who we are, they shape our culture and the behaviours, practices and mindsets of our people.
- They have been specifically developed to support the achievement of our strategic objectives and reflect the qualities and behaviours we will need individually and collectively to be successful.
- **Our actions show we care**  
*We are inclusive and considerate. We appreciate one another, always listening and interacting with compassion.*
- **We bring our best**  
*We are guided by the needs of our patients, bringing commitment, integrity and energy to everything we do. We are passionate about delivering excellence.*
- **Together we achieve**  
*Our culture of collaboration means we work openly with our people, our community and beyond to achieve great outcomes.*
- **We shape the future**  
*Through research, education and learning we innovate, exploring new opportunities that will change health care for the better.*

## 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 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:

- Registered Nurse, Nursing and Midwifery Board of Australia (NMBA)
- Knowledge of the Mental Health and Wellbeing Act 2022 and other relevant legislation
- Demonstrated knowledge of recovery and collaborative clinical practice
- Substantial clinical experience in the area of speciality, including at least 3 years nursing experience
- Demonstrated leadership ability, with a clear understanding of the managerial responsibilities of the ANUM role
- Patient-centred approach to evidence-based care delivery
- Demonstrated knowledge of professional standards
- Knowledge of legal and ethical requirements
- Demonstrated ability to use clinical information systems
- Commitment to quality, best practice, and environmental safety
- Ability to communicate effectively in both written and verbal form
- Ability to problem solve in a variety of complex situations
- Ability to clinically lead a dynamic team which works effectively within a multidisciplinary environment
- Ability to assist and support the implementation of quality and change management initiatives and clinical projects

### Desirable but not essential:

- Relevant Post-Graduate Qualification in Psychiatric/Mental Health Nursing or equivalent
- Ability to support and maintain budget management processes
- Ability to identify opportunities for process redesign and to support/ coach staff in the implementation of redesign projects and activities

## General Information

### Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

### Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website:

<http://www.austin.org.au/careers/Aboriginalemployment/>

## Document Review Agreement

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	