ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow

PROGRAM

The Alfred Health Outpatients Program is responsible for the overall delivery of a number of non-admitted ambulatory services across the organisation as well as several services that support the delivery of clinical care, including Specialist Consulting Clinics, The Alfred Transit Lounge, GP Liaison Service, Health Information Service
and the Referral In service.

Direct clinical care is delivered by the Specialist Consulting Clinics which provide scheduled medical, nursing and allied health services to non-admitted patients at all three campuses. Approximately 1200 patients are treated daily across Alfred Health Specialist Consulting Clinics within surgical, medical and other specialties.

The Health Information Service provides a range of functions including VAED reporting, medical record management and clinical information requests, Switchboard and enquiries services.

As part of the Alfred Health COVID 19 Response Plan, The Outpatients Program is also responsible for the delivery of Entry Point Screening and COVID-19 Screening Clinic services and Surveillance Program.

POSITION SUMMARY

The Nurse Manager (NM) is a key member of the nursing management team and Outpatient Program who operationalises the core values of the organisation and plays a pivotal role in meeting the broader organisational imperatives. The NM provides operational management and clinical leadership to the outpatient nursing team and is responsible for managing clinical risk and implementing systems and processes to improve patient outcomes in the Specialist Clinics. The Nurse Manager is responsible for The Alfred and Sandringham Hospital Specialist Clinics clinical operations, finances, business continuity and emergency situations and will escalate where appropriate to the Clinical Services Manager, Outpatients or Chief Nursing Officer.

The Nurse Manager facilitates timely outpatient care, access and flow in the Specialist Clinics.

KEY RESPONSIBILITIES:

Leadership and Management

- Demonstrates decisive problem solving and decision making skills
- In conjunction with the Operations Manager (Outpatients), coordinates outpatient management in relation to access, fail to attend, waiting lists and discharges in conjunction with the wider treating team
- Takes responsibility for the management of nursing staff including rostering and monitoring leave
- Acts as a role model for staff, setting and clearly communicating clinical and behavioural expectations
- Implements management strategies in line with organisational goals
- Actively participates on committees, working parties, interdisciplinary and interdepartmental forums concerned with patient care and nursing practices as required
- Manages and responds to complaints in a timely manner
- Identifies opportunities for improvement and takes action to implement strategies
- Ensures nursing staff rosters are developed and completed within required time frames
- Monitors retention rates and actively participates in all stages of the recruitment process
- Implements Performance Review and maintains an appraisal schedule
- Monitors unplanned absence and progresses discussion with staff that have a significant percentage of unplanned absence.

Financial and Human Resource Management

- Recommend and implement measures which assist with financial management of the designated cost centre(s) in line with agreed budgetary and performance targets
• Be responsible for recruitment of staff in line with relevant Alfred Health procedures
• Manage work practices in accordance with award agreements and entitlements
• Monitor staff absenteeism and staff turnover and take corrective action where necessary
• Ensure all staff have performance development plans which are reviewed annually
• Ensure relevant staff are registered or credentialed and provide evidence on an annual basis
• Actively participate in workforce planning in line with Alfred Health strategic objectives
• Ensure staff are compliant with training requirements specified by Alfred Health and evidence of documentation is maintained
• Monitor internal and external performance targets
• Participate in setting of budgets and performance targets.

Communication

• Communicates with the relevant management and staff regarding operational, clinical or performance management issues as the arise
• Consults with the Manager, Staffing and Allocations regarding agency and supplemental staffing requirements
• Build relationships with staff, peers and colleagues to facilitate interdisciplinary communication and planning to meet and/or improve patient care outcomes
• Demonstrates effective communication and negotiation skills to achieve organisational imperatives
• Communicates clearly, succinctly and effectively when handing over and writing reports
• Maintains effective communication with patients, carers, relatives and staff through appropriate processes and a high level of interpersonal skill
• Communicates nursing standards to other members of the health care team, students and visitors to facilitate participation and achievement of quality patient goals
• Conducts regular staff meetings and maintains and distributes minutes to all staff.

Operations and Clinical Practice

• Maintains an effective link between the Specialist Clinics and broader Program, nursing and organisational services
• Leads and manages emergency and critical incidents in consultation with the medical staff
• Provides support and guidance to staff following patient/staff incidents facilitating debriefings when necessary
• Oversee Specialist Clinic operations to ensure patient flow and monitoring of performance
• Identifies and reports emerging trends and issues and escalates when necessary
• Coordinates unplanned leave management and staffing requirements after hours
• Coordinates delivery of quality care based on assessment and planning of individual needs
• Manages incidents and adverse events appropriately
• Ensures Specialist Clinic sessions are consistent with the organisations business plans
• Ensures continuous analysis and evaluation of quality initiatives and program outcomes and makes changes as needed
• Communicates audit results to nursing staff and ensures identified audit driven improvement opportunities are addressed through quality initiatives

• Investigates complaints, identifies the issues that have prompted the complaints and implements strategies to prevent/minimise reoccurrence of identified complaints.

**Improving Performance**

• In collaboration with the Clinical Services Manager, Outpatients, identify and develop opportunities for initiating new and innovative services or expanding existing services to contribute to cost-effective service delivery

• Maintain a detailed understanding of relevant business operations, informing relevant stakeholders on policy and resource issues affecting service delivery

• Maintain a continuous quality improvement approach, including receiving and utilising client feedback and utilising appropriate evaluation tools

• Participate in the development of Quality and Business Improvement Plan for Outpatients Program

• Maintain a culturally sensitive approach to the planning, delivery and evaluation of services and programs to ensure they are appropriate and relevant to all culturally and linguistically diverse (CALD) groups in the community

• In consultation with Clinical Services Manager, Outpatients contribute to the development, implementation and review of work instructions and guidelines

• Identify needs and opportunities for self learning and professional development and support the continuing education of nursing staff.

**Quality, Safety, Risk and Improvement**

• Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives

• Follow organisational safety, quality and risk policies and guidelines

• Maintain a safe working environment for yourself, your colleagues and members of the public

• Escalate concerns regarding safety, quality and risk to appropriate staff member, if unable to rectify yourself

• Promote and participate in the evaluation and continuous improvement processes

• Comply with principles of Patient Centred Care

• Comply with Alfred Health mandatory continuing professional development requirements

• Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

**Other Requirements For All Alfred Health Staff**

• Ensure compliance with Alfred Health clinical and administrative policies and guidelines

• Comply with relevant privacy legislation

• Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform employment duties at Alfred Health

• Comply with Alfred Health medication management and medication safety policies and guidelines

• Comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline

• Research activities will be undertaken commensurate with the role.
KEY CAPABILITIES:

Capabilities

Health Services capabilities for all staff:

• Looks to the future
• Ensures service quality and delivers results
• Builds relationships
• Personal qualities – resilience and self care; lives the values
• Maintains an understanding of contemporary nursing practice and issues, as well as completing required Learning Management Systems packages and maintaining own clinical skills

Capabilities for this position:

• Adaptability and continuous improvement focus
• Managing performance
• Resource and financial management
• Communicating effectively
• Negotiation and conflict management
• Accountability and initiative
• Strategic thinking
• Develop self and others.

QUALIFICATIONS/EXPERIENCE REQUIRED

• Current Registered Nurse Division 1 registration with APHRA
• Experience of post graduate studies highly desirable
• Recent nursing management or nursing leadership experience
• Demonstrated leadership skills

Position Description authorised by:  Colleen White, Director of Operations, Outpatients

Date:  March 2021