POSITION DESCRIPTION – Alfred Health / The Alfred / Caulfield Hospital / Sandringham Hospital

DATE REVISED: August 2016

POSITION: Associate Nurse Manager

AWARD/AGREEMENT: Nurses (Victorian Public Health Sector)

CLASSIFICATION TITLE: Registered Nurse Division 1, ANUM (YW11 / YW12)

ACCOUNTABLE TO: Nurse Manager

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
POSITION SUMMARY

The Associate Nurse Manager is a member of the nursing leadership team on the ward/unit who assists the Nurse Manager/ Nurse Unit Manager to operationalize the core values of the organisation, and plays a pivotal role in meeting broader Organisational imperatives.

This role supports excellence in clinical practice and promotes the development of nurses, ensuring the philosophy of nursing and standards of practice are consistently reflected in professional practice and patient care.

Together with the Nurse Manager, the Associate Nurse Manager is responsible for managing clinical risk and implementing systems and processes to improve patient outcomes. The Associate Nurse Manager/ Associate Nurse Unit Manager facilitates timely patient access and flow across the continuum of care.

KEY RESPONSIBILITIES

Leadership & Management

- Acts as a role model for staff, communicating clinical and professional expectations and holds staff accountable for meeting these expectations.
- Ensures effective teamwork in the clinical area.
- Identifies opportunities for change and participates in the change process.
- Ensures efficient and effective utilisation of resources on the ward/unit.
- Allocates nursing resources based on ability, patient acuity and scope of practice.
- Assists Nurse Manager with recruitment of staff.
- In collaboration with Nurse Manager actively participates in identifying and implementing strategies to develop and retain nurses.
- In collaboration with Nurse Manager undertakes regular performance feedback and review with nursing staff.
- Actively participates on relevant committees, working parties, interdisciplinary and interdepartmental forums.
- Develops, coordinates and implements portfolios/projects as delegated by the Nurse Manager.
- Performs in the Nurse Manager role in their absence.

Communication

- Builds relationships with staff, peers and colleagues to facilitate interdisciplinary communication and planning to meet and/or improve patient care outcomes.
- Communicates effectively with members of the health care team, students, carers and visitors to facilitate participation and achievement of patient goals.
- Role models effective interpersonal skills and behaviours.
- Liaises with all members of the multidisciplinary team to facilitate effective discharge planning and refers to appropriate resources in a timely manner.
- Informs the Nurse Manager or After Hours Nursing Coordinators as soon as possible any significant human resource management and/or complex patient care issues.
- Seeks feedback and actively provides feedback to staff
Clinical Practice

- Works closely with nursing staff to ensure that patients have a comprehensive assessment and documented plan of care.
- Works with the Nurse Manager, Manager, Patient Flow (Alfred), Manager Access Unit (CH), or Associate Director of Nursing (SH) to facilitate patient flow to meet organisational and patient care priorities.
- Coordinates admissions, transfers and discharges communicating with the allocated nurse/primary nurse.
- Ensures that the appropriate clinical resources are utilised when specific complex patient care needs are identified.
- Promotes a spirit of inquiry within staff in relation to existing practice and the potential development and testing of new approaches to care.
- Identifies areas for clinical practice improvement using evidence-based literature within a Practice Development framework to drive practice changes.

Quality and Risk Management

- Ensures organisational policies and procedures are followed by staff and that clinical standards are constantly monitored and met.
- Identifies areas that require improvement through observation, audits, incidents and staff feedback and discusses with the Nurse Manager.
- Assists with the evaluation of outcomes of implemented quality improvement initiatives.
- Participates in service and/or program quality improvement activities in accordance with NSQHS Accreditation Guidelines.
- Addresses complaints in a timely manner, following up formally as required.
- Reports, documents and addresses incidents and adverse events appropriately.
- Assists the Nurse Manager in matters relating to occupational health and safety and ensures safety standards within the work environment are met.
- Participates in relevant safety training.
- Seeks clarification on safety matters where uncertain.
- Is familiar with emergency procedures and understands individual roles in the event of emergency.

Professional Development & Education

- Applies developmental methods and principles to foster an environment of reflective practice, critical enquiry and continuous learning.
- Assists with orientation and ongoing education that supports the professional development of staff in the ward / unit.
- Is actively involved in, and supportive of, undergraduate and post-graduate students.
- Supports the transition of graduates and ENs into the clinical setting.
- Maintains and updates own professional development to ensure safe and contemporary practice.

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and guidelines.
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & 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:
• Provide junior staff, graduates, students, working in the unit with appropriate supervision, training and instruction in accordance with Alfred Health policies.
• Ensure compliance with relevant 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 your employment duties at Alfred Health.
• Comply with Alfred Health medication management and medication safety policies and guidelines.
• In this position you must 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
Developing management and leadership skills including:
• Ability to manage change
• Ability to communicate effectively
• Ability to motivate individuals and groups to achieve commonly held goals
• Ability to problem solve and confront issues
• Ability to provide constructive feedback to develop others
• Ability to work effectively and provide support to staff
• Open to new approaches or initiatives and prepared to try new ways of working
• Fosters teamwork and builds team spirit by role modelling team behaviours
• An understanding and willingness to embrace Information Technology

QUALIFICATIONS/EXPERIENCE REQUIRED

• Registered as a Registered Nurse with the Nursing and Midwifery Board of Australia via AHPRA.
• Relevant post-graduate diploma or working toward same.
• Recent acute clinical nursing background in a relevant health service

Position Description authorised by: Executive Director Nursing Services, Alfred Health