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

DATE REVISED: June 2020

POSITION: Nurse Manager

AWARD/AGREEMENT: Nurses (Vic Public Sector) Multiple Business Agreement 2016-2020

CLASSIFICATION TITLE: Nurse Manager 3 (NM11)

DEPARTMENT/UNIT: Ward 4 West B (General Medicine)

CLINICAL PROGRAM: Emergency & Acute Medicine

DIVISION: Nursing

ACCOUNTABLE TO: Deputy Director of Operations Nursing

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 measure we work to everyday. Through research and education we set new standards for tomorrow.
- We work together. We all play vital roles in a team that achieves extraordinary results.
- We share ideas and demonstrate behaviours that inspire others to follow.
DEPARTMENT
Ward 4 West B

POSITION SUMMARY

The Nurse Manager is a professional and clinical leader in Nursing Services and plays a pivotal role in meeting broader organisational imperatives. The Nurse Manager operationalises the core values of Nursing at Alfred Health by ensuring a safe and supportive environment for patients and staff. She/he is accountable for developing staff to deliver excellence in clinical practice, and is responsible for managing clinical risk and implementing systems and processes to improve patient outcomes.

The Nurse Manager facilitates effective patient access to clinical services managing both financial and human resources to meet these needs.

KEY DUTIES AND RESPONSIBILITIES

1. Leadership & Management
   - Acts as a leader and role model to staff, setting and clearly communicating clinical and behavioural expectations and holds staff accountable for meeting these expectations
   - Builds an environment of excellence and innovation that empowers nurses to be active participants in the multidisciplinary team
   - Builds interdisciplinary cooperation and respect amongst staff
   - Implements and evaluates the Nursing model of care delivery that is based on the values of Alfred Health to ensure patient outcomes are achieved.
   - Identifies opportunities for change and provides leadership for the change process.
   - Initiates, develops and implements flexible workforce models that are responsive to the changing needs of patients and staff
   - Collaborates with other staff in key leadership roles to support the achievement of the organisation’s strategic, financial and operational goals
   - Works directly with the Manager, Patient Flow (Alfred), Manager Access Unit (CH) and Associate Director of Nursing (SH) to facilitate patient flow to meet organisational and patient care goals.

2. Quality, Safety Risk Management
   - Builds relationships with staff, peers and colleagues to facilitate interdisciplinary programs aimed at improving patient outcomes
   - Utilises a structured risk management approach to identify clinical risks and implement processes and practices to manage and monitor these risks.
   - Develops and monitors the outcomes of a quality activity program that is consistent with Directorate and the Alfred Health Quality & Business Plans
   - Addresses patient complaints in a timely manner, following up formally as required
   - Ensures that an active OH&S program is in place in the ward/unit
   - Ensures organisational policies and procedures are followed by staff and that clinical standards are met
   - 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.

3. Human Resources

• Establishes and reviews appropriate staffing profiles for nursing and support staff
• Assumes responsibility for the recruitment and selection of nursing and support staff, including involvement in new graduate selection processes, where applicable.
• Develops and monitors an annual workforce plan for the ward/unit
• Works with the Director of Nursing Workforce (Alfred), Manager Nursing Recruitment and Allocations and/or Workforce to develop and implement recruitment targeted strategies
• Implements strategies to develop and retain nurses
• Implements a performance management system with regular formal and informal coaching and feedback.
• Manages leave and unplanned absences within allocated resources
• Develops leadership skills in staff to effectively manage the ward/unit after hours

4. Education, Practice Development and Research

• Ensures effective processes are in place to support a range of support/education programs pertinent to area. This includes:
  – developing and implementing ward/unit based orientation and preceptorship programs for all new staff
  – facilitating the professional development of staff though the continuing education program
  – structuring processes to support the transition of graduates into the clinical setting
  – being actively involved in and supportive of the La Trobe/Alfred Clinical School Clinical Coach model (Alfred)
  – maximising opportunities for undergraduate and student EN placement

• Creates and supports an environment that fosters nursing and interdisciplinary research through:
  - promoting a spirit of enquiry regarding current practice and the development and testing of new approaches to care
  - working in collaboration with academic partners to facilitate research activities
  - actively supporting nursing and interdisciplinary research activities at a local level

5. Finance

• Works with the Clinical Service Director/DON/ADON to prepare, monitor and evaluate the salary and consumables budgets
• Achieves targets within budget, explaining variances and developing strategies to address identified problems.
• Identifies opportunities for savings/efficient utilisation of resources.
6. **Consumer Involvement (Patients, clients, carers, stakeholders)**

- Consults with community advocacy and support groups to ensure their views are appropriately represented
- Supports consumer advocacy, involving consumers in activities to improve patient care services.

7. **Other**

- Pursues a program of self-development to broaden critical thinking and leadership skills with guidance and support from the Clinical Service Director/ADON/DON.
- Participates in nursing and organisational activities and committees.
- Assumes delegated responsibilities during periods of absence or as required.

**KEY CAPABILITIES**

Demonstrated management and leadership skills including:

- Ability to lead and 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 work effectively and provide support to nursing staff, senior medical staff, a range of other health professionals and support service staff

An understanding and willingness to embrace IT technology

**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 their 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

QUALIFICATIONS/EXPERIENCE REQUIRED
• Registered as a Registered Nurse with the Nursing and Midwifery Board of Australia via AHPRA.
• Degree in healthcare / business management or working towards same.
• Recent extensive clinical nursing experience in relevant health service.
• Current and satisfactory Police Check
• Current and satisfactory Working With Children Check

Position Description authorised by: Executive Director of Nursing, Alfred Health
Date: 1st August, 2018