



POSITION DESCRIPTION

Name:	
Commencement / Last Date Reviewed:	May 2018
Reviewed By:	Operational Director

ORGANISATIONAL STRUCTURE

Position Title	Role / Team	Area	Direct Reports
Nurse Unit Manager	Critical Care Unit & Dialysis	Nursing	ANUMs Nursing staff- Critical Care Ward Clerks
Location	Employment Type	Reports To	Professional Accountability
Wangaratta	FT	Operational Director	NHW

OUR VISION

To Be Recognised Leaders In Rural Health Care

OUR VALUES

CARING

EXCELLENCE

RESPECT

INTEGRITY

FAIRNESS

POSITION PURPOSE

The primary role of the Critical Care & Dialysis Unit Manager is to provide clinical leadership, operational management and strategic direction for the Critical Care & Dialysis Unit.

The Critical Care & Dialysis Unit Manager will ensure the delivery of a cost effective service focused on high quality patient outcomes and excellence in the provision of Critical Care & Dialysis services.



RESPONSIBILITIES AND MEASURES OF SUCCESS IN THE ROLE

The following table breaks down the key performance areas of responsibility for the incumbent. Measurements for performance areas will be agreed to with the Reporting Manager

PERFORMANCE AREA	RESPONSIBILITY
Core Role	<ul style="list-style-type: none"> • The Critical Care & Dialysis Unit Manager will function in accordance with legislation, conducting practice within a professional and ethical framework to deliver evidence based care that protects the rights of individuals and groups. • Fulfil the responsibilities of this role in accordance with Northeast Health Wangaratta values and behavioural outcomes. • Ensures safe practice and good clinical outcomes for patients based on currently available best practice and standards. • Accountable for leading and supporting the integration of the Studer principles and practices into the model of care. • Accountable for the financial management of the designated cost centre/s in line with agreed budgetary parameters, level of delegation and the organisation's / Nursing performance measures. • Provide monthly reports on budget performance against annual operational plan. • Participate in the development of innovative models of care through Central Hume partnerships and relationships. • Communicates a clear direction for the services aligned with the organisation's strategic plan. • Foster effective working relationships with staff, peers and clinician through effective communication and leadership skills. • Demonstrates ability to initiate and facilitate change management strategies. • Implement the strategic and operational direction of NHW and assist the multi-disciplinary health care team in the management of admissions of patients. • Work collaboratively with the multi-disciplinary health care team to effectively coordinate and manage the patient journey achieving best outcomes.
	<ul style="list-style-type: none"> - KPI - To be developed.
Human Resources	<ul style="list-style-type: none"> • Manage work practices in accordance with award agreements and entitlements. • Monitor and actively promote the management of leave liabilities . • Manage staff recruitment and retention strategies in accordance with Northeast Health Wangaratta policies and procedures. • Ensure annual performance review of all staff is conducted in accordance with Northeast Health Wangaratta policy. Demonstrate that 100% compliance has been achieved. • Monitor and ensure compliance with mandatory and clinical competency programs with compliance of 100% and 90% respectively. • Ensure performance counselling and discipline is managed within Northeast Health Wangaratta's framework.
	<ul style="list-style-type: none"> - KPI - To Be developed
Quality and Risk	<ul style="list-style-type: none"> • Directs the focus of the Critical Care & Dialysis Unit towards continuous improvement in service delivery through evidence based practice and the evaluation of changing needs and expectations of customers. • Comply with Northeast Health Wangaratta's risk management and clinical governance policies, procedures and systems. • Identify clinical risk through incident reporting, analysis and medical record review and actively seek opportunities for improvement. • Develop, lead and monitor the Critical Care & Dialysis Unit service's quality action plan. • Objectively investigate complaints with the aim to achieve early resolution and implementation of strategies to prevent reoccurrence. • Actively participate, contribute and lead in the Critical Care Clinical Governance Committee. • Actively participate in the ACHS Evaluation and Quality Improvement Program and preparation for organisational accreditation surveys. • Demonstrates effective computer literacy skills i.e. word, spreadsheets, financial reporting.



	KPI To be developed.
Development and Education	<ul style="list-style-type: none"> • Foster continuing education and personal development by facilitating and encouraging staff participation in relevant education programs and tertiary study. • Actively manage the performance appraisal / development plan and mandatory training for all staff area of responsibility. • Takes responsibility for own professional development. • Support succession planning for staff across the service and organisation.
Employee Obligations, Safety & OHS	<ul style="list-style-type: none"> - Participate in the development of a safe and healthy workplace. - Comply with instructions given for own safety and health and that of others, in adhering to safe work procedures. - Co-operate with management in its fulfilment of its legislative obligations. - Take reasonable care to ensure own safety and health and that of others, and to abide by their duty of care provided for in the legislation. - To report any injury, hazard or illness immediately, where practical to their supervisor. - Not place others at risk by any act or omission. - Not wilfully or recklessly interfere with safety equipment.
	KPI <ul style="list-style-type: none"> - Completes all mandatory competency training as required by NHW - Utilise Riskman in the recording of incidents and near misses in accordance with NHW policy

WORKING RELATIONSHIPS

INTERNAL

- People & Culture
- Department Heads
- NHW Staff Members

EXTERNAL

- Patients, Family members and visitors
- Other Health Services in North East Victoria

SPECIFIC SKILL REQUIREMENTS / QUALIFICATIONS / QUALITIES

Essential

- Hold current registration as a Registered Nurse with the Nursing and Midwifery Board of Australia / AHPRA.
- A minimum of five years post registration experience in acute services
- Possession of or working towards a post-graduate qualification in Critical Care
- Demonstrated leadership and management skills to lead change within the unit and as part of the Nursing leadership
- Highly developed communication / interpersonal, negotiation and conflict resolution skills
- Demonstrated commitment and ability to work in an interdisciplinary team
- Demonstrated experience with the management of change processes, risk management and quality improvement processes
- Knowledge of contemporary human resource management issues including occupational health and safety, equal employment opportunity and anti-discrimination
- Ability to comply with the "Standards of Behaviors" for this role

Desirable

- Possession of or working towards a post-graduate Mastres in Nursing or Management
- Membership of relevant professional organization
- Evidence of prior service delivery planning / research projects

Il staff must have and remain current for continued employment the following:

- A current National Police Check (renewed every 3 years)
- A current Working with Children Check (renewed every 5 years)
- Statutory Declaration for applicable workers who have lived overseas





Standards of Behaviour

Above the line Our staff will always:

Below the line Our staff will not:

Caring

Show compassion to all people
 Demonstrate empathy and understanding
 Work as part of the team
 Mentor others
 Provide encouragement to others
 Care for others the way they would like to be cared for themselves

Be disrespectful
 Be self-centered
 Have inappropriate conversations with others
 Display rudeness

Excellence

Commit to the NHW Hardwiring Excellence expectations
 Have the courage to question what we do
 Persevere to do the best job they can
 Strive continuously to improve
 Be professional and enthusiastic
 Maintain customer focus

Give up
 Demonstrate a 'can't-do' attitude
 Accept mediocrity
 Be unreliable
 Pass the buck
 Ignore feedback given by patients or colleagues

Respect

Maintain confidentiality and privacy
 Listen to others and accept differences
 Be punctual
 Respond courteously
 Greet all people by saying hello, smiling and introducing themselves
 Be culturally informed and sensitive
 Respect diverse opinions

Be sarcastic
 Bully, harass or display aggression
 Be judgmental
 Withhold information
 Contribute to rumours
 Leave an untidy workplace

Integrity

Be open and honest
 Lead by example
 Be responsible and accountable for their own actions
 Stand up and take action
 Escalate issues or behaviors of concern

Be arrogant
 Be dishonest
 Be hypocritical
 Avoid responsibility
 Allow unacceptable behavior

Fairness

Demonstrate consistency
 Treat people equally
 Be considerate and understanding
 Be collaborative and collegiate

Discriminate against others
 Demonstrate favoritism and exclusion
 Refuse to assist others with their workload

Acknowledged By Employee

Name _____

Date _____

Signature _____