



POSITION DESCRIPTION

Health Service
University Services

Nurse Unit Manager, Health Service

POSITION NO	0029725
CLASSIFICATION	PSC 9
SALARY	\$115,726 to \$120,404 p.a.
SUPERANNUATION	Employer contribution of 17%
EMPLOYMENT TYPE	2 year Fixed Term
OTHER BENEFITS	www.hr.unimelb.edu.au/careers/info/benefits
CURRENT OCCUPANT	Vacant
HOW TO APPLY	Online applications are preferred. Go to www.jobs.unimelb.edu.au and use the Job Search screen to find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Anne McGlashan Tel +61 3 344 5172 Email amcg@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our websites:

hr.unimelb.edu.au/careers
joining.unimelb.edu.au

Position Summary

The Nurse Unit Manager is responsible for ensuring the provision of high quality nursing care to all persons who attend the Health Service.

This management position has direct responsibility for all registered nurses (including casual nursing staff) and nursing students on placement within the Health Service and also provides clinical governance for all nursing services.

The Nurse Unit Manager is responsible for the configuration and delivery of all services provided by nursing staff, and has an integral role in ensuring that such services meet the needs of the Health Service and the university. The role encompasses management of the nursing team as well the provision of nursing support to patients attending the practice. A critical element of this role is developing systems for the triage of patients in situations where presenting issues are unclear or there is uncertainty about the need for immediate medical intervention.

Under the direction of the Manager, the Nurse Unit Manager takes an active role in maintaining and preparing for practice accreditation as per AGPAL requirements and the management of Environmental Health and Safety issues for all staff and users of the Health Service. In addition, the position has significant budget responsibility for the negotiation, planning and delivery of a range of vaccination programs and ensuring that resources are managed in a cost-effective and efficient manner.

The Nurse Unit Manager reports directly to the Manager, Health Service.

1. Selection Criteria

1.1 ESSENTIAL

- ▶ Current AHPRA Registration as a Division 1 Nurse and qualification as a nurse immuniser
- ▶ Considerable experience in the management of nursing staff and the development of protocols and procedures for the management of a nursing unit within a General Practice or similar.
- ▶ High-level organisational skills and the demonstrated ability to respond to changing priorities, including leadership skills and the capacity to initiate, embrace and foster change.
- ▶ Computer literacy skills and an ability and willingness to learn new programs and applications
- ▶ Ability to actively listen, and excellent negotiation skills
- ▶ Excellent interpersonal skills, including the proven ability to effectively manage staff in a busy and dynamic clinical setting.
- ▶ Specific nursing and health promotion experience in the fields of sexual health, contraception, travel medicine and immunisation
- ▶ Knowledge of relevant statutes, legislation, regulations and compliance requirements in the provision of nursing services.
- ▶ Sound business acumen and financial management skills

1.2 DESIRABLE

- ▶ Experience in the provision of services in a clinical population (preferably focused on a young adult population)
- ▶ Ability and willingness to plan and engage in health promotion activities in collaboration with other campus service providers.
- ▶ Sound knowledge of Environmental Health and Safety principles in the workplace.
- ▶ Membership of appropriate professional organisations.
- ▶ A comprehensive and clear understanding of general practice trends and initiatives.

2. *Special Requirements*

- ▶ Implementation and involvement in professional development activities that ensure awareness of trends and developments in the provision of nursing support, or in the field of vaccination or travel medicine.
- ▶ Appropriate vaccination certificates, as required by State Legislation, to allow co-ordination and involvement in Q fever vaccination programs for university staff and students.
- ▶ Membership of appropriate professional organisations.
- ▶ Practice accreditation experience.

3. *Key Responsibilities*

3.1 CLINICAL LEADERSHIP

The Nurse Unit Manager will:

- ▶ Manage the provision of all nursing and ancillary support to the Health Service and configure these services according to the needs of the practice and in response to reasonable requests by Medical Practitioners. This includes allocation of duties and responsibilities to nursing staff (including casual nurses) and the direct supervision of up to two nursing students on placement.
- ▶ Ensure that all work responsibilities are allocated in a fair and equitable manner, and that staff assigned to these duties are knowledgeable, competent and professional in the provision of services. The Nurse Unit Manager will be required to demonstrate and teach appropriate specialist nursing skills to other staff where necessary.
- ▶ Support and encourage all staff in the performance of their duties and ensure that any potential issues or problems are resolved rapidly and fairly. This aspect of the role includes promoting and enhancing good working relations between medical, nursing and administration staff.
- ▶ Provide expert advice and support to all medical staff including Medical Practitioners, as required.
- ▶ Advise and assist the Manager of the Health Service and the Director, Wellbeing by providing specialist information on the delivery of nursing services, and make recommendations for the evaluation and improvement of all aspects of nursing and ancillary support.

- ▶ Oversee the management of specifically assigned nursing roles, including dissemination of health alerts, cold chain management, infection control, risk management and maintenance of patient privacy.
- ▶ Manage all nursing staff and ensure that there is an excellent standard of nursing and ancillary care provided at all times. This includes responsibility for ensuring that; all equipment at the Health Service conforms to infection control protocols, overseeing infection control management within the practice and the provision of infection control education to all staff. Management compliance and maintenance of the infection control manual are critical aspects of this role
- ▶ Manage the Performance Development Framework for nursing staff including the establishment and maintenance of position descriptions, the setting and review of annual objectives and the provision of advice on training and career development opportunities.
- ▶ In line with best practice and principals of continuous quality improvements, provide expert advice around opportunities to initiate change; including identifying and growing a stream of work that focuses on a proactive approach to health management. This would entail creating a strategy, plan and budget and also identifying capabilities and resourcing needed to offer such a service.
- ▶ Convene and chair the clinical governance committee at agreed intervals, ensuring membership is actively maintained, providing expert advice on clinical matters and mitigation of risk to the Health Service Manager where appropriate.
- ▶ Participate in the Health Service management team providing expert clinical advice and chairing clinical meetings.
- ▶ Provide leadership in quality improvement and risk management, ensuring that systems support safe and best clinical practice to all patients; oversee management of the clinical results systems ensuring that abnormal results are addressed in a timely manner by the ordering doctor/s or, in their absence, another medical practitioner.
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5.

3.2 PROFESSIONAL RESPONSIBILITIES

- ▶ Ensure, in consultation with the Manager and Medical Practitioners, appropriate nursing care and support for sick or injured people attending the Health Service.
- ▶ Providing advice to the University and ensuring imminent health issues that emerge are appropriately resourced and responded to in accordance with the specific medical needs that present.
- ▶ Ensure that all equipment used at the Health Service is regularly checked, kept in good working order and serviced annually or bi-annually as required. Ensure that training is provided for all Medical Practitioners and nurses who may be using any new equipment purchased.
- ▶ Evaluate new methods and equipment to determine their suitability for the practice, and make recommendations regarding the purchase of additional medical equipment or methods for the delivery of high quality health care.
- ▶ As the nominated responsible person and holder of the drugs and poisons permit, ensure compliance and that it is maintained; that all vaccinations and medications are managed and dispensed according to the relevant legislation, and within the restrictions of the permit.

- ▶ Implement and be involved in professional development activities that ensure awareness of trends and developments in the provision of nursing support, or in the field of vaccination or travel medicine.
- ▶ Manage and in some cases provide appropriate venipuncture and tests as requested by the Health Service doctors (including lung function and ECG testing).
- ▶ Manage the promotion of health education both within the practice and in the wider university community including faculties, departments and schools. This will incorporate the dissemination of health promotion material and development of advertising strategies for a range of activities including Student Carnivals and Orientation Week.
- ▶ Manage major government vaccination programs as required as well as disseminating information to the clinical team on government funded immunisations schedules as they occur.

3.3 FINANCIAL AND RESOURCE MANAGEMENT

- ▶ Regular liaison with drug company representatives and the monitoring of any tender or selection processes for the provision of vaccines and other medical consumables. This role encompasses developing networks with representatives providing medical consumables, negotiating delivery arrangements; ensuring that stock is rotated and replaced regularly; managing recalls of faulty or suspect products; and ensuring that there are adequate supplies available, or able to be made available, in response to vaccination programs or increased need for products throughout the year. Manage this resource so that there is minimum waste.
- ▶ Monthly auditing of medical consumables, medication and vaccination sales, including a balance against stock on hand, and seeking resolution to any discrepancies.
- ▶ Identifying medical consumables required by the Health Service, and making specific recommendation for the purchase and regular testing of all medical equipment; including, medical supplies, and pharmacology, pathology and patient education resources and ensure that these are appropriate and relevant for the practice and sourced at competitive prices.
- ▶ Ensuring compliance with all regulations and documentation concerning financial transactions within the University.

3.4 SUPPORT TO THE MANAGER, HEALTH SERVICE

The Nurse Unit Manager provides recommendations and high-level advice to the Manager, Health Service.

3.5 LIAISON

The Nurse Unit Manager will regularly liaise with staff in other University faculties, schools and departments as well as external providers used by the Health Service.

External providers include medical supply companies, pathology companies, vaccination supply companies, the Department of Human Services and various departments in public hospitals.

3.6 QUALITY ASSURANCE

The Nurse Unit Manager has responsibility for:

- ▶ Health Service accreditation requirements, under the direction of the Manager
- ▶ The Environment Health and Safety Audit of the Health Service
- ▶ The collation of material relevant to the program of continuous review of the operation of the Health Service.

3.7 ADDITIONAL DUTIES

- ▶ The Nurse Unit Manager will undertake additional relevant duties as required by the Manager, Health Service.

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Nurse Unit Manager has a degree of autonomy and operates using on their own initiative receiving only broad direction from the Manager, Health Service.

The Nurse Unit Manager assumes general nurse managerial responsibilities along with the Manager. However, the Nurse Unit Manager may be consulted at times when the Manager is not available and deputises for the Health Service Manager as appropriate.

The Nurse Unit Manager follows established protocols as set out in the Operational Manual of the Health Service but will be required to demonstrate initiative in responding to emergency situations in the appropriate management of medical issues that may arise in their everyday duties.

4.2 PROBLEM SOLVING AND JUDGEMENT

The Nurse Unit Manager relies heavily on their own personal and professional judgement in undertaking the duties and responsibilities of the position. They must be prepared to make clinical and other judgements related to their duties without having access to an immediate reference point or supervisor.

A critical aspect of this role is the development of close working relationships with the Medical Practitioners to ensure both an excellent standard of medical care and the safe management of situations where presenting problems are unclear. The Medical Practitioners rely heavily on the judgement of the Nurse Unit Manager, and their delegated authority to other nursing staff, in determining the priority of cases presenting at the Health Service as well as the management of medical procedures recommended by the Medical Practitioners.

The Nurse Unit Manager relies on their own judgement in making these decisions, and also on their own skill and supervision in ensuring that staff working under their direction understand and adhere to protocols developed in the Health Service.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Nurse Unit Manager will need to demonstrate:

- ▶ Clear understanding of the complexities and nuances in providing nursing and ancillary support to a medical practice, including the management of complex medical matters.
- ▶ Knowledge of relevant legislation, operational protocols and best practice in the delivery of these services. This includes awareness of the need to conform to the regulations of

the Health Insurance Commission and Health Insurance bodies and to Occupational Health legislation.

- ▶ An understanding of the organisational structure of the University, and the relationship of the Health Service to other areas in University Services.
- ▶ Understanding of University policies and procedures, as they relate to the operation of the Health Service.

4.4 RESOURCE MANAGEMENT

The Nurse Unit Manager is responsible for a large amount of clinical stock, including ordering, rotation and appropriate storage of vaccines and other medical consumables. They are also responsible for the routine testing and maintenance of all medical equipment as per manufacturer's instructions and in accordance with accreditation requirements.

4.5 BREADTH OF THE POSITION

The Nurse Unit Manager has a critical and pivotal role in the provision of excellent nursing and ancillary services. The position requires the capacity to develop and deliver a range of services to Medical Practitioners in the first instance, and the Health Service as a whole: it encompasses not only direct nursing services but also financial and resource management, development and implementation of policy and procedures, and involvement in a wide range of health promotion activities.

The Nurse Unit Manager is responsible for ensuring that the Health Service achieves and maintains practice accreditation in all clinical areas and adheres to the Environmental Health and Safety requirements of the university.

5. Other Information

UNIVERSITY SERVICES

A trusted partner in shared services.

We will operate with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best.

University Services will comprise approximately 1,500 staff and represents the aggregation and concentration of service delivery capability within what will be the largest administrative unit within the University. It comprises ten portfolios:

- Research, Industry and Commercialisation
- External Relations
- Academic Services
- Finance and Employee Services
- University Procurement Services
- Infrastructure Services
- Project Services
- Legal and Risk;
- Business Intelligence and Reporting
- University Services Operations

These portfolios will be responsible for the planning, delivery and review of most professional services.

The University Services organisation will also play a key role in defining the service ethos and quality standards for the broad range of services, as well as leading key aspects of transformational change, and defining and influencing future service enhancements. At its core, the benefit from the establishment of University Services will come from building expertise, consolidating like functions/ services, eliminating duplication, capturing the benefit of scale, and providing a platform to improve process and system efficiency.

THE UNIVERSITY OF MELBOURNE

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. With outstanding performance in international rankings, Melbourne is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne is consistently ranked among the world's top universities. Further information about our reputation and global ranking is available at www.futurestudents.unimelb.edu.au/explore/about/reputation-rankings

Established in 1853, shortly after the founding of Melbourne, the University is located just a few minutes from the centre of this global city. The main Parkville campus is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide range of knowledge-based industries.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded. Further information about working at The University of Melbourne is available at hr.unimelb.edu.au/careers.

GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. www.growingesteem.unimelb.edu.au

The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs.

<http://www.unimelb.edu.au/research/research-strategy.html>

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.

Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.

Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of *Research at Melbourne: Ensuring Excellence and Impact to 2025*.

EQUITY AND DIVERSITY

Another key priority for the University is access and equity. The University of Melbourne is strongly committed to an admissions policy that takes the best students, regardless of financial and other disadvantage. An Access, Equity and Diversity Policy Statement, included in the University Plan, reflects this priority.

The University is committed to equal opportunity in education, employment and welfare for staff and students. Students are selected on merit and staff are selected and promoted on merit.

GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at www.unimelb.edu.au.

Occupational Health and Safety (OHS)

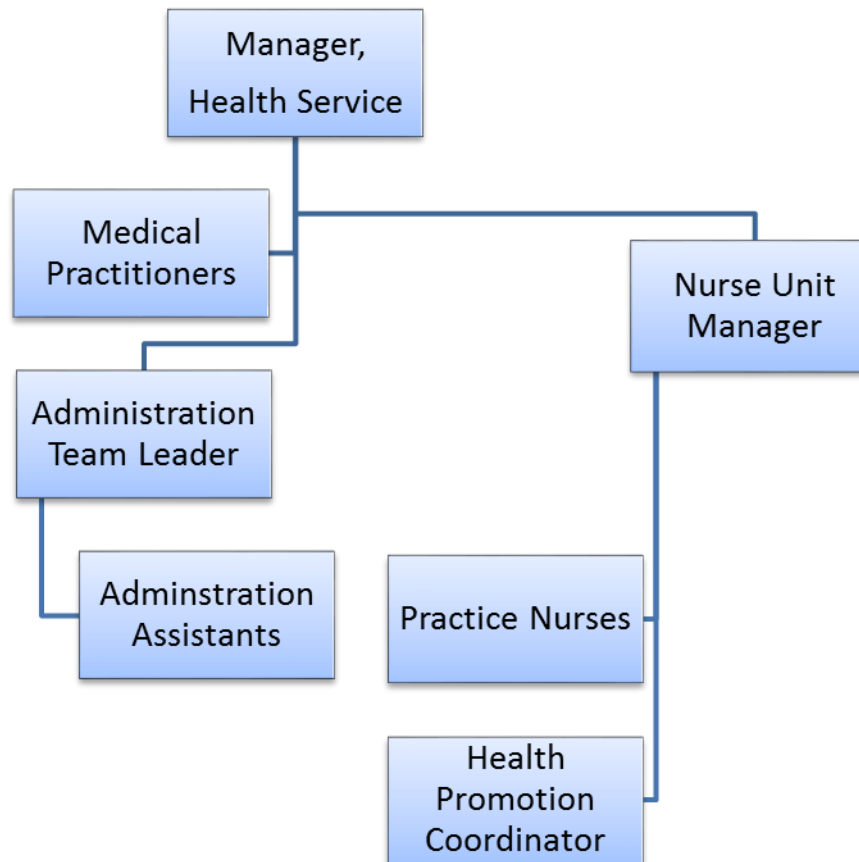
All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<http://safety.unimelb.edu.au/topics/responsibilities/>

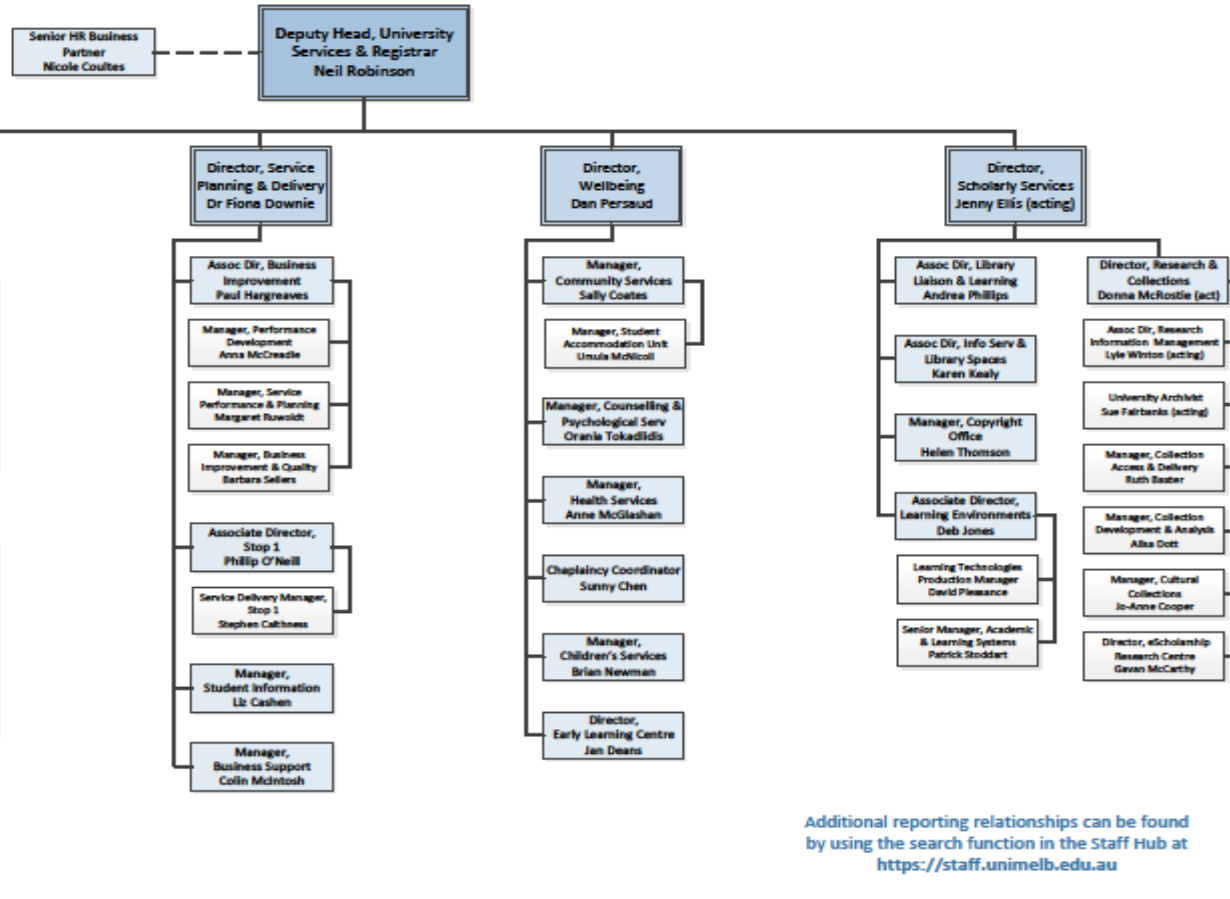
These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel

Health Service - Organisational Structure at August 2017



Academic Services Management Team

Version 8/2017 (Updated 01 August 2017)



Additional reporting relationships can be found by using the search function in the Staff Hub at <https://staff.unimelb.edu.au>