



## ROLE DESCRIPTION

<b>Role Title:</b>	Nurse/Midwife Manager
<b>Classification Code:</b>	Registered Nurse/Midwife Level 3
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Wellbeing
<b>Hospital/ Service/ Cluster</b>	Various
<b>Division:</b>	Various
<b>Department/Section / Unit/ Ward:</b>	Various
<b>Role reports to:</b>	Nursing/Midwifery Director
<b>Role Created/ Reviewed Date:</b>	November 2021
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working with Children's Check (WWCC) (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role

Employees classified at this level use their clinical knowledge and experience to provide support services to both Nurse/Midwife Unit Managers and Nursing Directors in nursing/midwifery practice and services in areas including but not limited to staffing methodologies, recruitment and selection, human resource management, financial administration, patient flow, bed and resource management, accreditation and risk management processes and information systems management. This may span across metropolitan and regional sites, multiple health service settings, including acute hospital setting, delivery of COVID-19 testing surveillance services, COVID-19 vaccination services and quarantine and isolation services (including medi-hotels) and residential care facilities as part of the COVID-19 response.

Employees in this role accept accountability for the outcomes of nursing/midwifery management practices, for addressing inconsistencies between practice and policy; and for contributing to a safe and positive work culture in the interest of patient/client outcomes. Individual employees accept accountability for their specific span of control or allocated portfolio.

Various practice models may be used to enact this role, including but not limited to:

- Providing management support to a specific span of wards/units/programs/service.
- Providing management support in a specific work portfolio/s.
- Coordinating and managing projects, programs and/or research to achieve improved patient/client outcomes and/or service delivery.
- Provides after hours oversight and management of the health service including staff allocation, operational management of patient/client flow and access, professional responsibility for nursing and midwifery staff, staffing skills mix, work health and safety responsibilities and significant events in consultation with the executive on call.

**Direct Reports:**

- > As required for the role.

**Key Relationships/ Interactions:**Internal

- > Maintains close collaborative working relationships with all Nurses/ Midwives and others directly and indirectly involved with the COVID-19 pandemic response as required.
- > Maintains cooperative and productive working relationships within all members of the health care team.
- > Supports and works collaboratively with less experienced members of the nursing/ midwifery team as well as associated clinical and non-clinical teams including teams.

External

- > Non-government organisations or other government organisations/agencies.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Making decisions and providing leadership under pressure in a rapidly changing environment.
- > Managing a range of expectations from both internal and external sites and organisations.
- > Addressing inconsistencies in between practice and policies/procedures
- > Monitor and manage unit/divisional resources within scope of role and promote a culture of due diligence
- > Keeping up-to-date with professional standards of practice, implementing and monitoring evidence based practices and technologies and quality and safety initiatives.

**Delegations:**

- > As required for the role

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Performance Development**

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

**General Requirements:**

\*NB Reference to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017* (SA) 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012* (SA)
- > *SA Information Privacy Principles*
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009* (SA), *Health Care Act 2008* (SA), and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > *Health Practitioner Regulation National Law (South Australia) Act 2010*
- > *Mental Health Act 2009* (SA) and Regulations
- > *Controlled Substances Act 1984* (SA) and Regulations
- > The Nursing and Midwifery Board of Australia Registration Standards (including the Guidelines and Assessment Frameworks for Registration Standards)
- > The Nursing and Midwifery Board of Australia Professional Practice Codes and Guidelines (including Competency Standards, Codes of Ethics and Professional Conduct, Decision Making Framework and Professional Boundaries)
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time
- > SA Health/LHN/SAAS policies, procedures and standards.
- > Australian Guidelines for the Prevention and Control of Infection in Healthcare (2019).
- > National and State guidelines and standards relevant to COVID-19.

#### **Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

### White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

### Special Conditions:

\*NB Reference to legislation, policies and procedures includes any superseding versions

- > The incumbent may be required to participate in a 24/7 roster.
- > The incumbent may be required to participate in an after-hours on-call roster; some out-of-hours work will be required.
- > The incumbent may be required to travel or work across and/or be located at any of the Department of Health units/divisions as required.
- > A flexible approach to the taking of leave is required.
- > Frequent and prolonged use of PPE in varied environments with person centred care may be required e.g. medi-hotels, COVID-19 surveillance testing.
- > Intrastate/interstate travel may be required.
- > Meet immunisation requirements as outlined by the Immunisation for Health Care Workers in South Australia Policy Directive.
- > **Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.**
- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have the satisfactory Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCC must be renewed every 5 years from the date of issue; and for "Approved Aged Care Provider Positions" every 3 years from the date of issue as required by the *Accountability Principles 2014* issued pursuant to the Aged care Act 1997 (Cth).
- > For appointment in a *Prescribed Position* under the *Child Safety (Prohibited Persons Act (2016))*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster and/or COVID-19 outbreak activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident and/or COVID-19 outbreak in metropolitan and regional areas. Intrastate travel may be required.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> <li>&gt; Integrate corporate management activities and local service coordination to achieve continuity of patient/client services to improve and optimise nursing/midwifery care, and outcomes within their specific setting.</li> </ul>
Support of health service systems	<ul style="list-style-type: none"> <li>&gt; Use available information systems: to inform decision making, to implement and co-ordinate processes for quality improvement, to monitor and analyse incidents and accidents, to ensure quality and safety is not compromised, to evaluate outcomes and convey information to staff.</li> <li>&gt; Contribute to the development of, implementation of, and monitoring of corporate policies and processes and lead in their area of expertise.</li> <li>&gt; Management of resources with due diligence.</li> <li>&gt; Implement and co-ordinate within span of control, processes for quality improvement and continuity within corporate risk management and nursing/midwifery professional practice frameworks.</li> <li>&gt; Identifying hazards, assessing risks and implementing, monitoring and maintaining hazard control measures.</li> <li>&gt; Maintain productive working relationships and manage conflict resolution.</li> <li>&gt; Integrate corporate and local unit/ward/program/service human and material resource management in collaboration with Nurse/Midwife Unit Manager and/or other nurse managers.</li> <li>&gt; Change local processes and practices in accordance with emerging management needs, evaluation results and imminent systems problems.</li> <li>&gt; Lead the development and analysis, measurement and evaluation of management processes.</li> <li>&gt; Maintain a safe work environment/staffing levels/skill mix/recruitment and retention.</li> <li>&gt; Provide corporate support to nursing/midwifery practice and services within the professional practice framework established by the Director of Nursing/Midwifery.</li> </ul>
Education	<ul style="list-style-type: none"> <li>&gt; Hold a contemporary professional practice portfolio containing evidence of postgraduate qualifications, learning and practice experience that underpin a demonstrable application of knowledge and skills commensurate with the level and type of practice expected of the role.</li> <li>&gt; Ensure mechanisms are in place to support ongoing education where work and learning are integrated.</li> </ul>
Research	<ul style="list-style-type: none"> <li>&gt; Contribute specific expertise to monitor and evaluate research activities in order to improve nursing or midwifery practice and service delivery.</li> <li>&gt; Establishing, implementing and evaluating systems, which ensure best practice/evidence and patient/client outcomes.</li> <li>&gt; Applies evidenced based recommendations to improve practice and service function.</li> <li>&gt; Coordinating and managing projects, programs and/or research to achieve improved patient/client outcomes and/or service delivery.</li> </ul>
Professional leadership	<ul style="list-style-type: none"> <li>&gt; Provides leadership and direction, acts as a role model, mentor, consultant and resource person.</li> <li>&gt; Provides advice to key stakeholders on issues relating to professional practice, and workforce legislation.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- > Registered or eligible for registration as a Nurse/Midwife with the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold, a current practicing certificate.

#### **Personal Abilities/Aptitudes/Skills:**

- > Effective leadership skills including highly developed skills in communication, problem solving conflict resolution and negotiation.
- > Ability to work effectively within a multidisciplinary team.
- > Ability to prioritise workload and meet set timelines.
- > Demonstrated ability to foster a workplace environment that develops staff potential.
- > Proven ability for flexibility, innovation and creativity within the whole of service setting.
- > Demonstrated ability in the leadership and facilitation of change management.
- > Demonstrated ability in leading and promoting consumer engagement initiatives.

#### **Experience**

- > Registered Nurse/Midwife with at least 3 years post registration experience.
- > Demonstrated competence in the relevant area of nursing/midwifery practice in accordance with the appropriate standards of practice.
- > Demonstrated experience in management and leadership roles.
- > Demonstrated experience in managing projects.

#### **Knowledge**

- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.
- > Knowledge of Australian National Safety and Quality and Safety Health Service Standards.
- > Knowledge of contemporary professional nursing and or midwifery and health care issues.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- > Tertiary qualifications in nursing, midwifery or human services related discipline.

#### **Personal Abilities/Aptitudes/Skills:**

- > Ability to work within a team framework that fosters an environment that develops staff
- > Skills in using computers and software relevant to the area of practice.

#### **Experience**

- > Experience in using nursing/midwifery and organisation management information systems
- > Experience with quality improvement activities.
- > Experience in evaluating the results of nursing/midwifery research and integrating, where relevant, the results into nursing/midwifery practice.
- > Recent experience in working in a variety of settings including but not limited to the acute care sector, aged care, community based care and or correctional facilities.

## Knowledge

- > Knowledge of the South Australian Public Health System.
- > Knowledge of the implementation of infection prevention and control principles and relevant standards in acute, non-acute health settings as well as broader community.

## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Health Network/ Division/ Department:

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

## **Code of Ethics**

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## **Approvals**

### **Role Description Approval**

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## **Role Acceptance**

### **Incumbent Acceptance**

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**