

After Hours Nursing/Midwifery Manager

Role Description

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| DIVISION / MATER MINISTRY | Mater Health |
| LOCATION | South Brisbane |
| REPORTING RELATIONSHIPS | Reports to: <ul style="list-style-type: none"> • ADCS Inpatients and Emergency Department |
| LEVEL OF ACCOUNTABILITY | Registered Nurse Level 3 |
| SALARY | \$61.67-\$69.22 |
| EMPLOYMENT STATUS | Mater Nursing & Midwifery Enterprise Agreement |
| TRAVEL REQUIREMENTS | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If required <input type="checkbox"/> Frequently <input checked="" type="checkbox"/> Infrequently |
| EMPLOYMENT CONDITIONS | <input checked="" type="checkbox"/> Vaccination Category 1A |
| DATE CREATED | September 2024 |

POSITION SUMMARY

The After-Hours Nursing/Midwifery Manager (AHNM) is a Registered Nurse/Midwife who carries overall responsibility for the organisation and management of the hospital outside of normal working hours. By providing a clear focus for clinical and operational leadership, the AHNM facilitates provision of a high standard of holistic patient/client centred care, to maximise effective management of clinical, financial, and human resources within a quality and risk management framework. Additionally, the AHNM is responsible for the effective and efficient flow of patients ensuring the right patient is in the right place at the right time and acts as the out of hours Emergency Response Warden and/or Commander.

The After-Hours Nursing/Midwifery Manager (AHNM) as Registered Nurses at Mater Health Services practice within the relevant Standards for Nurses as per the Nursing and Midwifery Board of Australia and other legislation, standards and codes that can impact or inform the evidence-based practice of Nursing and are accountable for their own practice.

ORGANISATIONAL OVERVIEW

Mater is Queensland's largest and most innovative not-for-profit healthcare service, providing care for almost 700,000 patients a year across a network of 11 hospitals. We are a leader in healthcare, education, and research — and that's because we employ exceptional people.

Delivering quality, compassionate care, in line with Mater's Mission and Values, we are an employer of choice, committed to enabling our people with the supports they need to deliver a world-class service for our patients. They are at the heart of what we do, and we recognise they are what differentiates the Mater experience within our community.

MISSION, VISION, AND VALUES

We are our Mission. For more than a century, we have existed to respond to unmet community need; to provide compassionate care to those who need it most. Our Mission, Vision and Values are our constant guide to make appropriate decisions for a sustainable, socially relevant service that is genuinely committed to the delivery of a healthy community for everyone.

All Mater team members are required to adhere to relevant professional standards and the Mater behavioural standards, including those that support the Mater Mission, Vision, and Values, and promote an ethical environment in accordance with the Code of Conduct. In doing so, it is expected team members will hold both themselves and others to account for these standards, with a focus on maintaining the quality and safety of services in which we provide across the state.

Our mission

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

Our vision

To empower people to live better lives through improved health and wellbeing

Our values



We honour and promote the dignity of human life and of all creation



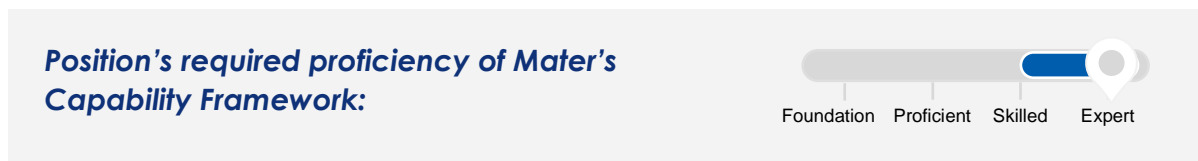
We act with compassion and integrity



We strive for excellence

ORGANISATIONAL ALIGNMENT

The Mater Capability Framework consists of six core capability groups, which encompass the individual capabilities and behaviours essential to driving performance excellence across our organisation: Personal Attributes, Build Relationships, Results Focused, Mission Drivers, Business Enablers, and Leadership and People Management. Each Mater team member is accountable for consistently performing, promoting, and developing the capabilities and behaviours within the Capability Framework - as individuals and as a team.




Our six core capability groups

Leading self -

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|  Personal Attributes | Individual behaviours influenced by our values and ethical compass |
|  Build Relationships | Shape and maximise relationships with colleagues, patients and the community |
|  Results Focused | Drive and influence successful organisational outcomes |
|  Mission Driven | We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries |

Leading others -

| | |
|---|---|
|  Business Enablers | Boost effective service delivery and champion change management |
|  Leadership & People Management | Inspire, engage and develop our people |

KEY PERFORMANCE REQUIREMENTS

Mater requires every Mater Person to understand and deliver on a series of accountabilities that are linked to the Mater strategy, described in the table below. Each Mater Person is held accountable for their own behaviour, performance, and development, and for contribution to the strategic objectives and priorities. In addition, Mater managers and leaders are accountable to different extents for clinical outcomes, service and operational outcomes, financial outcomes, compliance, and risk, interprofessional leadership and management of performance and accountability. This role is responsible for fulfilling the following accountabilities.

Position-specific responsibilities

Clinical outcomes

- Ensures high quality patient care, where advanced clinical skills and knowledge underpin care coordination, collaboration, and communication for excellence in patient outcomes.
- Evaluates effectiveness of care in achieving predicted outcomes and reviews plans in accordance with evaluated data and in collaboration with relevant staff and ensures effective discharge planning processes are initiated.
- Collaborates with other health professionals and community services in the delivery of health care.
- Acts as a patient advocate ensuring patients are informed and consent is gained prior to treatment, investigation, and management as appropriate and assists/negotiates sensitively with patients where there may be barriers to understanding.
- Establishes priorities for resolution of identified health needs in consultation with the patient or group of patients.
- Participates in the development and implementation of innovative models of care that promote continuity.
- Identifies and intervenes proactively where circumstances contribute to an unsafe environment for patients/relatives or staff and escalates these concerns.
- Responds to all PACE calls.

Service and operational outcomes

- Manages resources to achieve both budget and service delivery targets whilst maximising service delivery outcomes for patients.
- Monitors, reviews, and takes action to ensure material and human resource levels remain within the agreed targets.
- Manages workforce functions of the clinical units out of hours.
- Utilises appropriate data systems and analyses data to inform patient service delivery and assist in the effective management of human and material resources within the service.

- Balances operational demands to offer adequate clinical leadership and team support.
- Coordinates emergency response activities out of normal hours
- Actively manages the maintenance of safe work practices for the service in accordance with current legislative requirements.
- Supports the implementation of innovative models of care and opportunities which adopt lean principles for improved health care efficiencies.
- Initiates, facilitates, and participates in continuous improvement activities focused on enhanced service provision, patient safety, and satisfaction.
- Oversees and participates in the development and implementation of policies, procedures, work instructions and guidelines.
- Participates in activities to meet national and state accreditation requirements.
- Ensures confidentiality of patient and corporate information.
- Regularly monitors and reviews standards of Nursing/Midwifery practice.

Financial outcomes

- Accountable and responsible for the financials (whppd), patient safety (clinical and behavioural concerns) and staff placement afterhours (allocation of appropriate skills mix, agency staff and/or casuals, part-time extras, overtime).

Compliance and risk

- Manage compliance and risk, in part by ensuring direct reports fulfil mandatory and professional competency requirements, that audits are completed in a timely fashion and endorsed recommendations implemented, and that risks assigned to the Central Staffing Office receive prompt and effective action
- Identifies, reports, responds to, and rectifies workplace health and safety (WHS) concerns from within own reporting structure.

Education and Support

- Provides education to patients and families on post-discharge care instructions, medication management, and follow-up appointments.
- Offers emotional support and address concerns or questions related to the transition from the hospital to the home setting.

Interprofessional leadership

- Promotes and participates in the implementation of Mater Health Services strategic plan and contributes to the achievement of the corporate mission and strategy objectives whilst maintaining a visible presence.

- Supervises and coordinates the clinical activities of the service to ensure consistent delivery of excellent person-centred care, focused on maximising the health outcomes for patients.
- Creates a workplace environment that encourages collaboration within and across health care teams to optimise outcomes.
- Liaises with relevant services and units both within and external to the health service to ensure effective coordinated service delivery that meets the needs of patients.
- Provides a high standard of Nursing/Midwifery care and clinical leadership.
- Provides support to patients/clients and their families to ensure they receive optimal care.
- Acts as a conduit to facilitate effective communication.
- Facilitates a workplace environment where feedback is considered as an opportunity to learn, and such learning is transferred into daily practice.
- Fosters a culture of engagement with the team and the organisation, which is reflective of the Mater values.

Performance and accountability

- Utilises high level interpersonal and communication skills including negotiation, conciliation, and well-developed written skills.
- Works effectively with individuals, groups and as a member of an interdisciplinary team and facilitates collaboration.

KEY RELATIONSHIPS

| Internal | External |
|---|--|
| <ul style="list-style-type: none"> • Reports to the ADCS Patient Flow/Inpatients and Emergency Department MHB • Works closely with Medical Staff, Nursing and Midwifery Staff, and Allied Health • Other key internal stakeholders to ensure patient care. | <ul style="list-style-type: none"> • Patients and families • Other key external stakeholders and bodies as appropriate |

SELECTION CRITERIA

Qualifications

Essential:

- Current registration with the Nursing and Midwifery Board of Australia.
- Tertiary qualification in specialty (or working towards)

Skills, knowledge and experience

- Minimum of five years full time experience in specific clinical specialty
- Experience with Microsoft Word, Excel, Trendcare, KRONOS, ShiftMatch
- High-level interpersonal, written, and verbal communications skills with the ability to engage with internal stakeholders at various levels to achieve.

THE POSITION WITHIN OUR ORGANISATIONAL STRUCTURE

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WHY WORK FOR US?

We offer salary packaging, career progression, flexible working hours and leading training and skills development.

As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming, and inclusive; where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person, and we encourage all applications.