

**ROLE DESCRIPTION**

Role Title:	Nurse Unit Manager – Surgical Wards
Classification Code:	Registered Nurse Level 3
LHN/ HN/ SAAS/ DHA:	Women's and Children's Health Network
Hospital/ Service/ Cluster	Women's and Children's Hospital
Division:	Surgical Services
Department/Section / Unit/ Ward:	Surgical Wards
Role reports to:	Advanced Divisional Nursing Director
Role Created/ Reviewed Date:	March 2024
Criminal History Clearance Requirements:	Working with Children Check (issued by DHS) National Police Check – Working unsupervised with vulnerable persons If applicable – NDIS Worker Check (issued by NSID Commission)
Immunisation Risk Category	<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)

ROLE CONTEXT**Primary Objective(s) of role:**

Employees classified at this level use their clinical knowledge and experience to provide the pivotal co-ordination of patient/client care delivery in a patient/client care area within a Health Unit/Community Service. The main focus of this role is the line management, coordination and leadership of nursing/midwifery and/or multi-disciplinary team activities to achieve continuity and quality of patient/client care and outcomes.

Employees in this role accept accountability for the outcomes of nursing/midwifery practices and/or multidisciplinary outcomes in the specific practice setting; for addressing inconsistencies between practice and policy; and for developing team performance and a positive work culture in the interest of patient/client outcomes.

Direct Reports:

Direct reports to this position include

- > Level 1 & 2 RN/Ms
- > Enrolled Nurses
- > Ancillary staff

Key Relationships/ Interactions:Internal

- > Maintains close collaborative working relationships with all level 3 and level 4 Nurses/ Midwives.
- > Provides direct line report and maintains a close working relationship with the Associate Nurse/Midwife Unit Manager (Level 2) and the Clinical Nurse/Midwife (Level 2).
- > Provides direct line report and maintains cooperative and productive working relationships within all members of the health care team.
- > Provides direct line report and maintains develops, supports and works collaboratively with less experienced members of the nursing/midwifery team.
- > Collaborative working relationships with the multidisciplinary team and people and culture consultants.

External

- > Maintains relationships with non-government organisations or other government organisations.
- > Patients/parents/carers and families

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Managing a team and addressing inconsistencies in between practice and policies/procedures
- > Monitor and manage unit resources and promote a culture of due diligence
- > Keeping up-to-date with professional standards of practice, implementing and monitoring evidence based care and quality and safety initiatives
- > Dealing appropriately with children, youth, women and their families where there can be multiple complexities, diverse cultural backgrounds and consumer expectations.

Delegations:

- > As per WCHN Delegations

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)* - maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act 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/WCHN/LHN/SAAS policies, procedures and standards
- > WCHN Clinical Governance and Consumer Engagement Framework and all requirements of the National Safety & Quality Health Service Standards (2nd Edition).
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > May be responsible for supervision and oversight of volunteers assigned within the department, in collaboration with the WCHN Volunteer Unit. Refer to Volunteer Engagement and Management Procedure
- > Accountable for contribution to the safety and quality of care delivered to WCHN consumers (refer to Accountability Statement below).

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

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.

Zero Tolerance to Racism:

The Women's and Children's Health Network has zero tolerance to racism. The Network is committed to ensuring its staff, volunteers, consumers and visitors are able to work or access health services in an environment that is culturally safe and free from any form of racism or discrimination.

Our staff are supported to address any form of racism in all environments, in line with our Corporate Procedure: ***Zero Tolerance to Racism – Identifying, Responding, and Managing in the Workplace.***

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

- > 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.**

- > For 'Risk Assessed Roles' under the NDIS Worker Screening Rules 2018, the individual's NDIS Worker Check must be renewed every 5 years from the date of issue (or are required to be compliant with transitional arrangement for South Australia).
- > 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 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.
- > This Role Description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your skills and abilities would reasonably be expected to perform

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> > Integrate contemporary information and evidence with personal experience to support the decision making, innovative thinking and objective analysis that are expected at this level. e.g. Expert Clinical knowledge underpins and informs their ability to support and lead clinical services and management activities that contribute to improve and optimise nursing/midwifery care. > Provide the pivotal leadership and co-ordination of patient/client care delivery in a defined ward/unit/service/program to achieve continuity and quality of patient/client care and outcomes and efficient patient/client flow. > Ensures services are culturally sensitive for patients and their families > Ensure all patients have an estimated discharge date (EDD), identifying issues and putting strategies in place if EDD's are not met. > Ensure efficient and timely admissions and discharges of patients to assist with meeting National Elective Surgery Target (NEST) > Ensure Criteria Led Discharge pathways are being followed and met where appropriate
Support of health service systems	<ul style="list-style-type: none"> > 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. > Contribute to the development of, implementation of, and monitoring of corporate policies and processes and lead in their area of expertise. > Management of resources with due diligence. > Implement and co-ordinate within span of control, processes for quality improvement and continuity within corporate risk management and nursing/midwifery professional practice frameworks. > Identifying hazards, assessing risks and implementing, monitoring and maintaining hazard control measures. > Maintain productive working relationships and manage conflict resolution. > Implement local processes to operationalise the corporate risk management framework including investigating complaints, incidents and accidents. > Change local processes and practices in accordance with emerging service needs, care evaluation results, identified imminent systems problems, and coordination of local activities with corporate systems. > Undertake and/or oversee, within their span of control, some or all local resource management within the corporate administrative framework. Including some or all of the following within their defined ward/unit/value stream or program: recruitment, staffing, leave management. rostering, work allocation and attendance management. financial and supplies planning and monitoring. > Accountable for reviewing Health Round Table Data for the ward/unit and develop plans to meet Average Length of Stay in line with WCHN self-selected peers

Education	<ul style="list-style-type: none"> > 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. > Ensure mechanisms are in place to support ongoing education where work and learning are integrated. > Develop and maintain a learning environment, taking a coaching approach to team development, individual capability development and performance development.
Research	<ul style="list-style-type: none"> > Contribute specific expertise to monitor and evaluate research activities in order to improve nursing or midwifery practice and service delivery. > Establishing, implementing and evaluating systems, which ensure best practice/evidence and patient/client outcomes. > Applies evidenced based recommendations to improve practice and service function. > Uses metrics and research outcomes to identify the need for future evaluation or research action in order to improve practice and service delivery.
Professional leadership	<ul style="list-style-type: none"> > Provides leadership and direction, acts as a role model, mentor, consultant and resource person. > Lead the Nursing/Midwifery team within the professional practice framework established by the Director of Nursing/Midwifery, and where appropriate, lead a multi-disciplinary team. > Leads changes to models of care. > Participate in workgroups/programs for patient/client outcomes that extend beyond the unit/service/workplace. > Foster a team environment, which promotes positivity, learning and development, safety and welfare of employees, acknowledges cultural and personal differences, and encourages creativity, innovation and honesty.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Registered or eligible for registration as a Nurse 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:

- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the *Work Health and Safety Act 2012* (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards
- > Effective leadership skills including highly developed skills in communication, problem solving, conflict resolution and negotiation skills.
- > Ability to work effectively within a multidisciplinary team.
- > Ability to review and improve models of care to be person and family centred.
- > Demonstrated ability to foster a workplace environment that develops staff potential.
- > Proven ability for flexibility, innovation and creativity with in the whole of service setting.
- > Demonstrated ability in leading and promoting consumer engagement initiatives
- > Demonstrated ability in the leadership and facilitation of change management.

Experience

- > Registered Nurse with at least 3 years post registration experience.
- > Demonstrated competence in surgical nursing practice in accordance with the relevant standards
- > Demonstrated competence in paediatric nursing practice in accordance with the relevant standards
- > Experience in management and leadership roles
- > Experience in the supervision of students, enrolled nurses and less experienced registered nurses and or midwives.

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

- > Where applicable, qualifications relevant to practice setting.
- > Tertiary qualifications in nursing or human services or management related discipline

Personal Abilities/Aptitudes/Skills:

- > Skills in using computers and software relevant to the area of practice.
- > Ability to analyse complex data
- > Ability to develop and deliver presentations to community and professional groups

Experience

- > Experience in the financial, asset and human resources management of a ward/unit/service.
- > Experience in facilitating nursing related research and applying findings to the area of practice.
- > Experience in organisational strategic planning.

Knowledge

- > Knowledge of the South Australian Public Health System.
- > Knowledge of contemporary professional nursing issues.

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 legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

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:

The Women's and Children's Health Network (WCHN) was established to promote, maintain and restore the health of women, children and young people in South Australia. The Service plans, develops and coordinates health services as part of an integrated health system.

The Women's and Children's Health Network efficiently conducts and manages , within its identified resources, health services for children, young people and women, including:

- > Specialist hospital services
- > Primary health care and population health programs
- > Integrated community care service
- > Services to address the health and wellbeing of particular populations, including Aboriginal Health programs
- > Education and training programs
- > Research

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.

Domestic and Family Violence

The WCHN recognises violence against women as a human rights issue that must be addressed in the workplace, and is committed to a zero tolerance policy towards violence against women in the workplace. Accordingly employees must appropriately report and respond to any such acts in the workplace, and make available appropriate support to employees who may be experiencing violence in the community.

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:

Accountability – what does it mean for me?

Within WCHN everyone is accountable for their contribution to the safety and quality of care delivered to consumers.

Consumers

Consumers and their families participate as partners to the extent that they choose. These partnerships can be in their own care, and in organisational design and governance.

Staff including Contractors, Locums, Agency, Students and Volunteers

All staff (as described above) have a role in the delivery of safe, high quality care to consumers, and are expected to perform their roles with diligence; and with a person-centred approach to the best of their ability. It is the responsibility of all staff to raise concerns when it is recognised that something is not right. Safety and quality is the responsibility of all staff, at all levels and across all locations.

Clinicians

All clinicians are accountable for the provision of competent, consistent, timely, safe, reliable, contemporary and person centred care within a defined scope of practice.

Clinicians work in teams with professionals from a variety of disciplines based on mutual respect and clear communication, with an understanding of responsibilities, capabilities, constraints and each other's scope of practice.

All clinicians are responsible for providing care that is person centred, evidence based and which focuses on safety through minimising risk while achieving optimal outcomes for consumers. This is helped by participating in clinical governance, in WCHN health and safety forums, fostering a learning environment and supporting other clinicians to provide high quality services which are safe.

Clinicians are expected to speak up when there are concerns about safety so that these can be rectified and learnt from. Clinicians are accountable for their own individual professional practice, including maintaining currency of credentialing, registration and professional practice.

Managers

Managers are accountable for implementing systems and practices that support high quality clinical practice. Managers oversee, guide and direct staff by providing leadership and advice ensuring appropriate clinical governance, continuous quality improvement, and leading safety programs. Managers develop, implement and monitor performance indicators for the identification, management and reporting of risk. Managers implement the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards within their areas of responsibility. Managers are expected to demonstrate diligence and honesty in the management of public resources.

Managers organise, direct and manage the performance of staff to meet operational requirements; implement and promote evidence based standards and policies that are compliant with relevant, professional, industrial and legislative requirements. Managers engage with and listen to staff, and create an environment where staff feel able to speak up in relation to concerns about safety. Managers address concerns raised and provide regular, ongoing feedback in the interests of improving care and safety.

Executive/Divisional Directors

Executive/Divisional Directors are accountable for embedding the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards into their areas of responsibility and providing assurance to the Executive and Board that these systems are in place and work effectively, all risks are known and mitigated and that staff understand their safety and quality responsibilities.

It is expected that those holding senior leadership positions will model the highest standards of ethical and professional behaviour.

WCHN Committees

WCHN Committees support Executive Directors to implement and evaluate organisational systems, support divisions to work together to identify and mitigate risk and continuously improve practice. They support the organisation to work as a single entity.

Chief Executive Officer

The Chief Executive has overall accountability for safety, care delivery, system governance and monitoring.

Board

The Board is accountable for governance, monitoring, compliance and ensuring the executive are discharging their responsibilities in managing the organisation.

Four Strategic Priorities



Improved health
and wellbeing of
families and
communities



Meaningful gains
in Aboriginal health
and wellbeing



Provide leading
healthcare for women,
babies, children and
young people



Create one
health network

Key Enablers

Effective
communication

Consumer and
community
engagement

Culture and
leadership

Engaged
and capable
workforce

Enabling
technology

Research

Productive
partnerships

Contemporary
infrastructure

Financial
sustainability

Continuous
improvement
and innovation

Mission To improve the health and wellbeing of families and communities by providing integrated care and support

Vision To be a leading and respected health network for women, babies, children, young people and their families

Values Compassion, Respect, Equity, Accountability, Together for Excellence

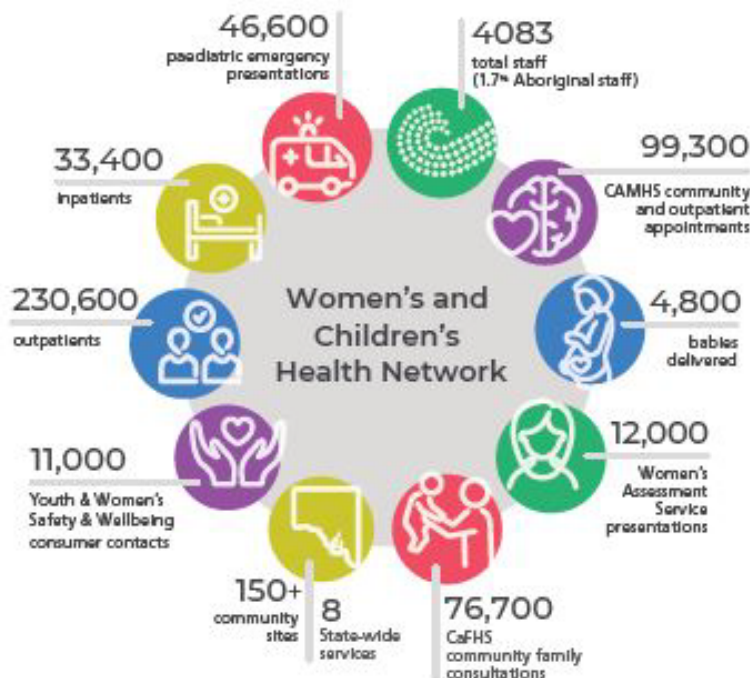
Our Story starts with our consumers and communities who are at the centre of everything that we do.

Our focus for the years ahead is to:

- Provide outstanding care and service
- Enhance our culture and leadership
- Design and deliver a new Women's and Children's Hospital
- Strengthen partnerships, expand innovation
- Through research, education and learning, inspire others, share specialist knowledge and deliver excellence in everything that we do
- Deliver an integrated WCHN

Our Way is underpinned by our agreed ways of working together that enable us as an organisation to:

- Share a common purpose and direction
- Use innovative and new ways to deliver our service
- Educate and support people to excel in the care that they give
- Grow and develop our current and future leaders
- Ensure that we have consistent behaviours and ways of working
- Implement processes and systems that are efficient and effective



State-wide services: Child and Family Health Service, Child and Adolescent Mental Health Service, Yarrow Place Rape and Sexual Assault Service, Disability Services, Child Protection Service, Metropolitan Youth Health, Women's Health Service, Women's Safety Strategy