

# Nurse Unit Manager Ward 9B

## Role Description

<b>DIVISION / MATER MINISTRY</b>	Mater Health
<b>LOCATION</b>	South Brisbane
<b>REPORTING RELATIONSHIPS</b>	Reports to: <ul style="list-style-type: none"> <li>• ADCS Inpatients and Emergency Department</li> </ul>
<b>LEVEL OF ACCOUNTABILITY</b>	Manager
<b>SALARY</b>	\$65.71-\$70.66
<b>EMPLOYMENT STATUS</b>	Mater Nursing & Midwifery Enterprise Agreement
<b>TRAVEL REQUIREMENTS</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If required <input type="checkbox"/> Frequently <input checked="" type="checkbox"/> Infrequently
<b>EMPLOYMENT CONDITIONS</b>	<input checked="" type="checkbox"/> Vaccination Category 1A
<b>DATE CREATED</b>	September 2024

## POSITION SUMMARY

The Nurse Unit Manager (NUM) is a Registered Nurse who carries overall responsibility for the organisation and management of Ward 9B. By providing a clear focus for clinical and operational leadership, the NUM 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.

Nurse Unit Managers (NUMs) 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



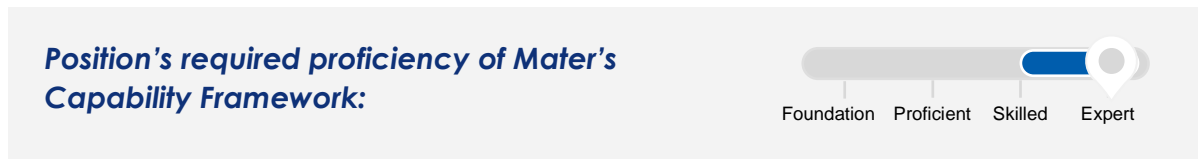
We act with compassion and integrity



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 -

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

#### Leading others -

 <b>Business Enablers</b>	Boost effective service delivery and champion change management
 <b>Leadership &amp; People Management</b>	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.
- Participate in the development and implementation of clinical policies and procedures specific to the Ward 8B.
- Identifies and intervenes proactively where circumstances contribute to an unsafe environment for patients/relatives or staff and escalates these concerns.

#### Service and operational outcomes

- Participates/collaborates in the design and conduct of quality improvement initiatives.
- Participates in the strategic direction of the service, identifying and advising regarding any future issues and possible new directions for the service.
- Measures and reports on the effectiveness of the service against agreed KPIs.
- Develops and prepares reports as required.
- Works with Nursing/Midwifery Unit Managers and colleagues to support and drive succession planning.

- Provide operational/clinical management and leadership to the nursing team and a professional line management responsibility to nurses in the organisation.
- Form part of the leadership team and work closely with the multidisciplinary unit teams to ensure the delivery of a high standard of patient centred care and effective management of clinical, financial, and human resources within a quality and risk management framework.
- Demonstrate advanced clinical expertise and knowledge of Geriatric and Acute Gastroenterology Services and the management these teams.
- Networks with local, state-wide, and national consumer groups to maximise patient outcomes.

### **Financial outcomes**

- Manages the resources of the unit 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 unit.
- 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.
- Participates in annual budget development processes, including capital expenditure priorities.
- Allocate resources effectively to meet patient care needs, including staffing levels, equipment, and supplies.
- Assist in the preparation and management of the departmental budget, ensuring fiscal responsibility and adherence to financial targets.

### **Compliance and risk**

- 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.
- Ensures the clinical unit meets national and state accreditation requirements.
- Ensures confidentiality of patient and corporate information.
- Regularly monitors and reviews standards of Nursing/Midwifery practice.
- Support the Assistant Director of Clinical Services – MHB Inpatient and ED, in implementing strategies to ensure that quality and risk management are integrated into service provision.

- Implement and monitor quality improvement initiatives, striving for continuous enhancement of patient outcomes and satisfaction.
- Foster a culture of patient safety, identifying and addressing potential risks and implementing corrective actions.
- Ensure compliance with all regulatory requirements, including those of accrediting bodies and governing agencies.
- Facilitate and participate in internal and external audits and surveys.

### **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 within the clinical unit.
- 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.
- Foster a culture of collaboration, open communication, and continuous improvement.
- 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.
- Creates a workplace environment that encourages collaboration within and across health care teams to optimise outcomes.
- Provide coaching, mentorship, and professional development opportunities for nursing staff.
- 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**

- Collaborates with the relevant educator using a practice development framework to oversee the development and implementation of education programmes for team members.
- Utilises coaching, succession planning and mentoring to provide opportunities for role development and clinical experience.
- Supports and maintains the recognised performance management system at MHS.
- Achieve optimal patient outcomes throughout the patient journey and continuum of care across Mater Health Services

- Acts to enhance the professional development of self and others.
- Acts as a role model in maintaining own professional development and required expertise.
- Identifies and delegates specific operational portfolios to specific staff within the department.
- Understands and promotes contemporary evidence based Nursing/Midwifery practice.
- Has authority to make decisions regarding the clinical unit including clinical, operational and staffing matters.
- Consults with the Nursing/Midwifery Director on significant issues and any decision that falls outside of routine clinical and operational service delivery parameters.
- 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"><li>• Reports to the ADCS MHB</li><li>• Works closely with Medical Staff, Nursing and Midwifery Staff, and Allied Health</li><li>• Other key internal stakeholders to ensure patient care.</li></ul>	<ul style="list-style-type: none"><li>• Patients and families</li><li>• Other key external stakeholders and bodies as appropriate</li></ul>

### SELECTION CRITERIA

Qualifications
<p>Essential:</p> <ul style="list-style-type: none"><li>• Current registration with the Nursing and Midwifery Board of Australia.</li><li>• Tertiary qualification in specialty, health administration or management, clinical leadership, budget management and finance (or working towards)</li></ul>

### Skills, knowledge and experience

- Minimum of five years full time experience in General Medicine and/or Surgery as a Clinical Nurse or other leadership role
- Extensive leadership experience within a nursing unit in a complex hospital environment
- Demonstrated competence in cost centre management.
- High-level interpersonal, written and verbal communications skills with the ability to engage with internal stakeholders at various levels to achieve.
- Willingness to role model and promote the Mater values.

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### 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.