



**ROLE DESCRIPTION**

<b>Role Title:</b>	Duty Level 3 - Nurse Unit Manager		
<b>Classification Code:</b>	RN3A	Position Number	M57258
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (LHN)		
<b>Site/Directorate</b>	The Queen Elizabeth Hospital		
<b>Division:</b>	Acute & Urgent Care		
<b>Department/Section / Unit/ Ward:</b>	Emergency Department		
<b>Role reports to:</b>	Nurse Lead - Acute & Urgent Care		
<b>Role Created/ Reviewed Date:</b>	April 2020		
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children’s Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
<b>Immunisation Risk Category:</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**

<b>Primary Objective(s) of role:</b>
<p>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.</p> <p>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.</p>

<b>Direct Reports:</b>
<p>Direct reports to this position include</p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>

<b>Key Relationships/ Interactions:</b>
<p><u>Internal</u></p> <ul style="list-style-type: none"> <li>&gt; Maintains close collaborative working relationships with all level 3 and level 4 Nurses/ Midwives.</li> <li>&gt; Provides direct line supervision and maintains a close working relationship with the Associate Nurse/Midwife Unit Manager (Level 2) and the Clinical Nurse/Midwife (Level 2).</li> <li>&gt; Provides direct line supervision and maintains cooperative and productive working relationships within all members of the health care team.</li> <li>• Provides direct line supervision and maintains develops, supports and works collaboratively with less experienced members of the nursing/midwifery team.</li> <li>• Collaborative working relationships with the multidisciplinary team and people and culture consultants.</li> </ul> <p><u>External</u></p>

- Maintains relationships with non-government organisations or other government organisations.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- Supervising a team and addressing inconsistencies in between practice and polices/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 key stakeholders where there can be multiple complexities, diverse cultural backgrounds and consumer expectations.

### Delegations:

Refer to [HR Delegations](#) and [Finance Delegations](#)

### Special Conditions:

- 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 provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- 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.
- For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- 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.

## General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, 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.
- Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- 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)*.
- *Information Privacy Principles Instruction*.
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* 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.

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.

## 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.

**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.

**Cultural Commitment:**

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

**Resilience:**

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

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> <li>&gt; 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.</li> <li>&gt; 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.</li> </ul>
Support of health setting services	<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; Implement local processes to operationalise the corporate risk management framework including investigating complaints, incidents and accidents.</li> <li>&gt; 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.</li> <li>&gt; 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.</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>

	<ul style="list-style-type: none"> <li>&gt; Develop and maintain a learning environment, taking a coaching approach to team development, individual capability development and performance development.</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; Uses metrics and research outcomes to identify the need for future evaluation or research action in order to improve practice and 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; 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.</li> <li>&gt; Leads changes to models of care.</li> <li>&gt; Participate in workgroups/programs for patient/client outcomes that extend beyond the unit/service/workplace.</li> </ul>

### **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:**

- 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.
- An ability to manage to the spirit and principles of the premier's safety commitment and the legislative requirements of the *Work Health Safety Act 2012* and the *Return to Work Act 2014*, and apply a risk management approach that aligns to *AS/NZS 31000:2009 Risk Management – Principles and Guidelines* or to an equivalent set of standards.

#### **Experience**

- Registered Nurse and or Midwife with at least 3 years post registration experience.
- Demonstrated competence in the relevant area of nursing and/or midwifery 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

#### **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 and or midwifery or human services related discipline (Graduate Diploma or Master level)

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

- Ability to use technology and computer skills.

### **Experience**

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

### **Knowledge**

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



## 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.

### Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonatLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

## Values

### Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

<b>Patient Centred:</b>	Our patients are the reason we are here and we will provide the best service to our patients and customers
<b>Team Work:</b>	We value each other and work as a team to provide the best care for our patients
<b>Respect:</b>	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
<b>Professionalism:</b>	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

### 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 CALHN as described within this document.

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_