

## POSITION DESCRIPTION

<b>Position Title:</b>	Nurse Unit Manager – Paediatric and Neonatal Specialist Clinics and Immunisation Services
<b>Business Unit/Department:</b>	Paediatric Ambulatory
<b>Division:</b>	Women's & Children's Services
<b>Award/Agreement:</b>	Nurses & Midwives (Victorian Public Health Sector) Single Interest Employers Agreement 2024-2028
<b>Classification:</b>	NM10-NM12 (NUM - Level 1 to 3)
<b>Reports To:</b>	Operations Manager, Women's & Children's Ambulatory Services
<b>Direct Reports:</b>	Associate Nurse Unit Manager Registered Nurses Enrolled Nurses
<b>Date Prepared/Updated:</b>	18 September 2025

### Position Purpose

Through visible and accessible leadership, the Nurse Unit Manager (NUM) of Paediatric and Neonatal Specialist Clinics and Immunisation Services is at the forefront of ensuring care that is underpinned by right, safe, coordinated and high-quality patient centred care. The role is responsible for the operational, professional and clinical service management of the staff and resources of the Paediatric and Neonatal Specialist Clinics and Immunisation Services. The NUM will achieve this through the development of effective partnerships, leadership and management of all nursing staff and resources, within a multidisciplinary team environment.

As a professional Registered Nurse, the incumbent is accountable for:

- The maintenance of their own clinical knowledge, further education and working within the confines of their specific scope of practice at all times, in accordance with the boundaries set by their experience and skill.
- Ensuring that they are registered to work as a Registered Nurse in Australia at all times whilst working as a Nurse within Western Health.

The NUM will fulfil key accountabilities for the unit, including the development and delivery of the clinical area business plan. These accountabilities encompass the coordination and management of the daily operations of the clinical area, activity and access of service utilisation, budget, safety and quality, facilities and equipment, staff recruitment and retention, workforce KPIs, coordination of staff development programs and management of designated portfolios.

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<p>The incumbent must provide robust clinical leadership and management expertise, be an active mentor, role model and facilitate the development of clinical and management skills in all staff consigned within their responsibility. The NUM will work alongside the team to ensure that their clinical leadership and administrative capability are present in the Paediatric, Neonatal and Immunisation Services ambulatory care setting.</p> <p>The NUM will demonstrate the below attributes of effective leadership:</p> <ul style="list-style-type: none"> <li>• Be visible and accessible in the clinical area to the multidisciplinary clinical team, patients and service users</li> <li>• Work alongside the team in a collaborative capacity</li> <li>• Monitor and evaluate standards of care provided by the multidisciplinary clinical team</li> <li>• Provide regular feedback to the nursing clinical team on standards of nursing care provided and experience by patients and service users</li> <li>• Create a culture of learning, development and research that will sustain best care</li> <li>• Foster a culture of inclusiveness, trust, flexibility, accountability, initiative and continuous quality improvement.</li> </ul>
<p><b>Business Unit Overview</b></p> <p>The division of Women's &amp; Children's Services continues to expand and develop to meet the Western region's population growth, care complexities and demand. The service has seen significant growth over the last 4-5 years across all program areas in assisting to meet regional support requirements. The purpose-built Joan Kirner Women's and Children's (JKWC) building at Sunshine Hospital, and the delivery of services at Bacchus Marsh Hospital following amalgamation continues to support the growth of the service, with planning commenced for the New Melton Hospital in 2029 providing services for women and children.</p> <p>Paediatric and Neonatal services are currently provided at Sunshine (JKWC), Bacchus Marsh, and Melton campuses encompassing both inpatient and ambulatory care.</p> <p>In 2022/23 in the Women's and Children's Divisions activity included more than:</p> <ul style="list-style-type: none"> <li>• 6,800 babies were born: on average 18 babies per day</li> <li>• 400 babies were born at Bacchus Marsh Hospital</li> <li>• 1,700 neonates accessed Newborn Services</li> <li>• 2,750 women accessed inpatient Gynaecology services</li> <li>• 2,600 children were admitted</li> <li>• 21,500 children were cared for in the Sunshine Hospital Emergency Department</li> <li>• 120,000 episodes of ambulatory care were provided</li> </ul> <p>The Women's &amp; Children's division provides care across several sites within the Western catchment, including Sunshine, Bacchus Marsh, Melton and Sunbury. The division collaborates with several other divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care for our community.</p> <p>The division will continue to innovate and develop more services and model of care options across Western Health to ensure Best Care for the community of Western Melbourne.</p>
<p><b>Key Responsibilities</b></p> <p><b>Best Care Framework</b></p> <ul style="list-style-type: none"> <li>• Model and reinforce the behaviours and actions outlined in the Western Health vision for Best Care.</li> <li>• Clarify specific staff roles and behaviours for creating Best Care and support them to fulfil their roles.</li> <li>• Implement and maintain systems, materials, education and training that ensure staff deliver best care.</li> </ul>

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- Support the establishment of partnerships with patients, carers/families and the multidisciplinary team when designing, implementing and maintaining systems.
- Understand and address key local quality, safety and patient experience issues and the broader organisational goals and prioritised actions for Best Care.
- Drive and sustain a quality improvement reform focus at a local level with an expectation of improved clinical and patient outcome.
- Drive and sustain quality care and continuous improvement for the Ward\Unit and lead accreditation preparation and readiness at the local level with a continuous emphasis;
- Contribute in accreditation and ensure standards are sustained on an ongoing basis to ensure optimal achievement at all times.
- Enhance/optimize the patient' experiences, outcomes and safety.
- Contribute to modifications to policies, procedures and protocols based on evidence-based research and identify areas of practice that need improvement and implementing strategies to improve them.
- Foster a culture of research and innovation by nurturing reflective practice, encouraging employees to undertake research and leading research within the unit.
- The unit's key performance indicators (KPIs) are at target or above.

### **Community and Partnerships**

- Provide proactive leadership and support to sustain "Timely Care" at the local level and responding to internal and external patient feedback.
- Ensure the local community's confidence in the local health care provision, as part of the Western Health priorities.
- Ensure relationships with colleagues, patients and consumers are professional and ethical and that cultural differences are respected.
- Ensure an excellent standard of service is offered by partnering with patients, consumers and the community at all levels of the health care provision, planning and evaluation.
- Foster a culture that recognises and promotes the importance of patients and community in the provision of Best Care, and the role that community providers play in health care.
- Address all complaints generated from the Unit in a timely manner.
- Ensure staff are trained and competent in handling complaints at the first point of contact.
- Regular communication to the team of learnings from patient feedback.
- Utilisation of patient experience data to guide service improvement.

### **Communication**

- Ensure all patients are receive their patient rights of human dignity, confidentiality, privacy and informed consent at all times.
- Develop a performance excellence culture with clear accountability and governance structure.
- Facilitate regular Unit rounds with nursing and medical staff.
- Communicate and work collaboratively with the multidisciplinary team in the planning, implementation and evaluation of patient management and administrative operation of the unit.
- Promote effective communication within the multidisciplinary team in the planning, implementation and evaluation of patient management and administrative operation of the unit.
- Exchange and share information from participation in meetings, seminars and conferences with staff and colleagues.

### **Social Responsibility & Sustainability**

- Develop and manage the budget of the unit on a continuous basis with a monthly dialogue and review with your line manager.
- Develop and implement strategies to manage any variations identified.
- Management of the various resources of the unit through sound resource management practices.

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- Hold a minimum of one unit meeting per month. In addition, the unit leadership team to meet monthly. This should involve the Associate Unit Managers, Clinical Education Resource Nurses and Quality co-ordinators. The leadership team meeting should extend to specific portfolio holding nurses.
- Ensure that the development, implementation and evaluation of the clinical area business plan assisting with the development of the divisional annual business plan.
- Identify proposals for submission for capital/grant\special projects or equipment replacement funding.
- Meet Western Health's operational financial and quality KPIs.
- Promote awareness amongst the team including actions supporting social responsibility and sustainable use of resources.
- Capacity and demand are managed effectively and any risks are escalated appropriately.

### Managing People

- Establish and maintain a strong leadership presence and promote excellence at a unit level.
- Promote a culture of learning, innovation and research within the unit by acting as clinical nurse lead providing support, mentoring and education to team members.
- Facilitate education to nurses, to build the knowledge and skill required to procure and judge the value of evidence.
- Actively support and contribute to the development of advanced nursing practice roles that seek to improve patient care and service delivery.
- Proactively manage retention/recruitment of staff.
- Provide appropriate, consistent and equitable management of mandatory training, staff performance and clinical education.
- Manage workforce metrics and focus on meeting the workforce KPIs e.g., agency, excess leave, personal leave and vacancy rates.
- Comply with confidentiality obligations with regard to staff, patients, consumers and colleagues.
- Comply with all Western Health policies and procedures.
- Role model the Western Health values and behaviours when carrying out duties and in dealing with staff patients, consumers and colleagues.
- Act in accordance with the Code of Conduct.
- Demonstrate an understanding of the current Nursing Enterprise Bargaining Agreement and the Safe Care Act December 2015.
- Ensure all rosters comply with the Western Health nursing roster guidelines.
- Ensure all staff have an annual Professional Development Plan each year and work with the staff member to ensure that this is resultant.
- Ensure a system of workforce planning and development is in place for all staff to receive regular feedback, coaching and professional development opportunities.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### Key Working Relationships

#### Internal:

- Divisional Directors
- Operations Managers
- Clinical Service Director
- Heads of Unit
- Executive Director of Nursing & Midwifery
- Directors of Nursing
- Nurse/Midwife Managers & Nurse/Midwife In-charge

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- Support Services
- People and Culture Services
- Medical and Allied Health staff relating to area
- Nurse Practitioners
- Unit team
- Quality and Safety Coordinators

#### **External**

- Community partners/liaison
- Primary Care Partners
- Department of Health and Human Services
- Relevant clinical networks
- Patients and significant others

### **Selection Criteria**

#### **Essential**

- Successful completion of a Bachelor of Nursing qualification or equivalent
- Registration as a Registered Nurse in Australia
- Possesses relevant postgraduate qualification and/or relevant clinical experience
- Possesses excellent clinical skills, displaying clinical leadership and innovation
- Demonstrates commitment to high quality, safe and person-centred patient care
- Demonstrates strong computer literacy skills
- Brings confidence to the role, and strong influencing capability
- Can build, lead, nurture and empower impactful teams
- Demonstrates high level communication and interpersonal skills
- Excellent organisational skill, ability to manage own time well and delegate appropriately
- Engages with others with purpose and articulates vision to empower and lead effectively
- Understands the strategic imperatives of the health service and conveys this in meaningful ways to their staff
- Is innovative, resourceful and adaptive to change
- Ability to implement, evaluate and sustain change within an evidence-based framework
- Demonstrated ability to practice collaboratively within a multidisciplinary health care team
- Experience working within the Ambulatory setting with a solid understanding of Outpatient processes and KPIs

#### **Desirable**

- Is active within their professional / clinical area through participation or representation on committees
- Knowledge of business, systems and process re-design
- Comprehensive understanding of the Department of Health and Human Services (DHHS) Specialist Clinics in Victorian public hospitals – Access Policy

### **Additional Requirements**

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines

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- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

#### General Information

- Redeployment to other services and sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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