

TERANG & MORTLAKE HEALTH SERVICE

Nurse Unit Manager District Nursing Service

Our Vision and Values	Our Vision: To be a leader in the development of a vibrant, healthier community We Value: <ul style="list-style-type: none">• Compassion and responsiveness Caring for the needs of our patients clients and each other;• Equity and fairness Making decisions objectively, without favoritism or bias;• Ethical behavior Acting in an honest, open and confidential way;• Accountability Using resources efficiently and acting responsibly and;• Excellence In the delivery of healthcare.
Name:	
Date Employed:	
Responsible To:	Director Of Community Health
Responsible For:	The District Nursing Manager is responsible for the provision of client centred, best practice home based nursing care. The role has a focus on administrative management of clinical community nursing services. The Unit Manager takes responsibility for the day-to-day management of the unit and undertakes special responsibilities in the Key Selection Criteria. All activities are to reflect wellness and reablement models of care and will operate according to relevant legislation and Terang and Mortlake Health Service policy and procedures.
Performance Monitoring:	An initial review of performance will be undertaken within three months and then formally reviewed every 12 months based upon the position description.
Last Appraisal Date:	
Next Appraisal Date:	
Review of Position Descriptions:	The position description will be reviewed annually; when the position becomes vacant or as deemed necessary.
Date of last Review:	

<p>Personal Qualities:</p>	<p>To competently perform in this position, the person should possess the following knowledge, skills and experience based upon the 6 key performance indicators as indicated:</p> <p>1. PERSONAL & PROFESSIONAL DEVELOPMENT. Demonstrated experience and understanding of the continuation of both personal development & professional development in their career and industry.</p> <p>2. CUSTOMER SERVICE. Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.</p> <p>3. ADMINISTRATION & DOCUMENTATION Using the processes that are in place, ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</p> <p>4. TECHNICAL SKILLS & APPLICATION. Demonstrated knowledge and understanding in the application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.</p> <p>5. TEAMWORK & COMMUNICATION Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, which is consistent with the philosophy, and policies of TERANG & MORTLAKE HEALTH SERVICE.</p> <p>6. CONTINUOUS IMPROVEMENT. Commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement activities.</p>
<p>Qualifications</p>	<p>Essential: Current unencumbered Victorian Drivers Licence. Current Division One Registration with AHPRA Minimum five years full time post graduate experience.</p> <p>Desirable: Tertiary qualifications in community nursing or related field</p>
<p>Salary and Conditions</p>	<p>As per the Nurses (Victorian Public Health Sector) Multiple Business Agreement 2016 - 2020 Award</p>

KEY RESPONSIBILITIES

**POSITION TITLE: Registered Nurse – Division One Grade Four
Unit Manager District Nursing Service**

PERSONAL & PROFESSIONAL DEVELOPMENT	<ul style="list-style-type: none">• Maintains current professional knowledge and skills, by actively participating on committees and in workshops, attending conferences and other relevant education forums about Community based care.• Ensures all information concerning clients is maintained in the strictest confidence.• Understands, maintains and promotes awareness of the ethical and legal implications of nursing practice.• Promotes and participates in nursing research as appropriate.• Contributes to the advancement of the aspirations of nurses as a group, by constant awareness of current issues related to nursing and participation in professional and educational activities.• Assists in the appraisal of the nursing practice of nurses in the area annually and as required.• Participates in the appraisal of one's own practice three months following appointment and thereafter annually, or as required.• Supports and encourages other nurses in their professional practice and development.• Supports a positive employee / employer relations environment.• Accepts responsibility as a professional role model.• Identify and manage conflict by seeking assistance and using solution focused problem-solving techniques when dealing with conflict situations.
CUSTOMER SERVICE	<ul style="list-style-type: none">• Create a productive working environment through effective communication and by promoting team work.• Review work practices, organisation and layout, develop and implement practices to improve efficiency and safety.• To pursue excellence in community based client care through team leadership, ensuring clients are comprehensively assessed and individualised care plans are developed.• Act in a professional manner at all times when dealing with internal and external clients.• Positively promote the organisation both internally and externally.• Be prompt and provide courteous service to clients, families / carers and colleagues.• Demonstrate an understanding of customer needs by:<ul style="list-style-type: none">- Being responsive to client's care in accordance with care plan.- Ensuring the dignity, privacy and confidentiality of each client is respected at all times.- Promoting positive and harmonious relationships between clients, relatives and staff.- Being aware of, supportive of, and respecting the needs of colleagues.- Being responsive to telephone enquiries which includes the identification of self and facility.- Respecting the basic freedom and rights of individuals.• Positively interact with significant family and friends of residents.• Act as an advocate to assist clients and relatives to make informed decisions.• Effectively liaise with, primary care, acute services, aged residential care and external providers ensuring initial assessments and timely reviews are completed.• Maintains effective mechanisms of communication with members of the community.

KEY RESPONSIBILITIES

**POSITION TITLE: Registered Nurse – Division One Grade Four
Unit Manager District Nursing Service**

ADMINISTRATION & DOCUMENTATION	<ul style="list-style-type: none">• Supports and promotes the vision, philosophy and objectives of the organisation.• Facilitates the delivery of high quality client care in Terang, Mortlake and surrounding areas by taking responsibility for the coordination of the client care area.• Ensures the availability of appropriate, well-maintained equipment and supplies and appropriate use to control the efficient utilisation of these resources.• Contributes to the regular review, formulation and implementation of policies, procedures and unit objectives. Ensures compliance with organisational and specific unit policies.• Participates in planning and operational committees relevant to nursing practice and client services. This includes preparation of relevant reports.• Demonstrate knowledge and leadership in the maintenance of daily statistics and produce timely reports as directed for all relevant activities associated with the service. Comply with annual goals and targets; in line with the organisation's Health Service Agreement and other relevant funding agreements.• Communicates with appropriate other team members during rostered hours to achieve planned client outcomes.• To be conversant with the immediate actions required in any emergency situations and respond appropriately, including arranging client transfer back to the hospital setting.• Effectively organise work to achieve identified goals and priorities.• Understand and comply with requirements of funding bodies.• Monitor staff responsiveness to customer needs and ensure effective response to complaints.• Utilise effective problem solving skills and seek advice as appropriate• Consider the potential for conflict when establishing work teams.• Participate in meetings and activities within the hospital and in the community to ensure continuity of care for clients.• Develop and maintain professional relationships and foster a team approach to client and family care.• Delegate effectively through the provision of clear instructions and expectations.• Ensure effective response to client feedback, complaints, incidents and accidents.• Regularly review service standards and clinical indicators to ensure continuous improvement.• Accurately collect data required for monthly statistic reports by maintaining accurate daily statistics.• Maintain knowledge of software utilised within District Nursing Service.• Undertake staff performance review of Registered Nurse's and Enrolled Nurse's.• Respond to issues and problems promptly to minimise or effectively manage any impact.• Adapt readily to changes in direction or strategies affecting healthcare.• Adequately represent stakeholders at meetings and forums.• Contributes to the achievement of the District Nursing and overall nursing budget, by providing input on needs and requirements, monitoring controllable expenses, eg. stores, supplies, labour costs and taking corrective action as required.• Coordinates and manages staff rostering in consultation with Mortlake Health Centre Coordinator, Mount View Unit Manager and Director of Nursing / Nurse Unit Manager.• Be involved in the selection and recruitment of clinical staff in consultation with the Director of Nursing.
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**POSITION TITLE: Registered Nurse – Division One Grade Four
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<p>TECHNICAL SKILLS AND APPLICATION</p>	<ul style="list-style-type: none"> • Provides expert nursing care and acts as a role model of contemporary nursing practice for graduate, undergraduate and Enrolled nurses. Undertakes team supervision, support, feedback and direction. • Promotes a client focused, customer-orientated environment. The Unit Manager recognises and understands the effects of social and economic factors, the cultural background and spiritual needs of clients and their families, and respects the religious beliefs and practices of individual clients. • Identifies and seeks to address barriers to appropriate service delivery experienced by individuals and communities. • Liaises with clients' carers / families and encourages their participation in the clients' continuing care. Educates clients and their significant other persons, in order to foster their understanding and independence. • Provide guidance and leadership in ensuring the delivery of quality care within a safe, therapeutic environment. • Actively contribute to the theoretical and practical knowledge of home care nursing. • Encourage health promotion and illness prevention specific to the needs of clients. • Act as an educational resource by participating in educating other members of the health care team. • Comprehensive assessment of all clients admitted to District Nursing Service to comply with HACC minimum data set, funding requirements and Veteran Affairs Department. • Develop a care management plan that nominates the total care needs of the client and family. This plan is developed in conjunction with other providers, the client and the GP. • Identify levels and types of care required and delegate nursing activities based on individual client needs. • Formulate the coordination of the service to ensure optimal client outcomes within the practice setting. • Liaise with other members of the health care team, clients, carers, community service providers in the coordination and continuum of care planning, referring to other services and programs as required. • Where indicated, case manage clients with complex multiple needs • Undertake regular reviews of clients according to the guidelines of funding bodies • Liaise with ward staff regarding admissions and discharge planning. • Evaluate care and response to interventions.
<p>COMMITMENT TO RISK MANAGEMENT</p>	<p>All staff members are required to actively:</p> <ul style="list-style-type: none"> • Contributes to effective risk management within their area of influence. • Adheres to organisational risk management policy and procedures. • Assists in fostering a risk-aware culture and ensure that any staff members in their supervision understand their responsibilities. • Identifies new and emerging risks. • Contributes feedback to risk management review processes.

KEY RESPONSIBILITIES

**POSITION TITLE: Registered Nurse – Division One Grade Four
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TEAMWORK & COMMUNICATION	<ul style="list-style-type: none">• Be aware of, and practice according to, the (T&M.H.S) Mission and the Philosophy and objectives of the nursing department.• Demonstrate the ability to work positively within a team to achieve team goals.• Work harmoniously with other team members to achieve service delivery excellence.• Assist the Director of Nursing in the identification of team goals.• Report relevant clinical information to the nurse manager on duty as required including weekly report in brief on all District Nursing Service clients to the Director of Nursing / Nurse Unit Manager.• Collaborate with other staff to form a cohesive healthcare team.• Promote ongoing professional development of individual staff members.• Motivate other team members to maximise performance• Act as a professional mentor through the provision of sound clinical knowledge and skills, providing and contributing to the team' professional development.• Participate in orientation / education programs for staff members and students.• Support students in achieving their clinical experience requirements.• Practise effective communications at all levels by developing formal and informal networks with other multidisciplinary care providers and related health services, in order to coordinate client care.• Actively facilitates the regular schedule of staff meetings. Set performance standards, monitor performance, provide feedback and coaching and take corrective action through conducting performance appraisals for all staff on an annual basis or more often if required.• Foster an interdisciplinary approach to client care by a high level of interaction between health providers.• Fosters good public relations with clients, carers, and the community. Responds to complaints in a timely manner.• To accurately document relevant information in the client care records and maintain confidentiality.• Ensure all staff complete mandatory education/clinical competencies annually.• Identify training and development needs, coordinate with appropriate resources to meet those needs and evaluate outcomes.
CONTINUOUS IMPROVEMENT	<ul style="list-style-type: none">• Demonstrate commitment, participate and contribute to quality improvement programs and other facility activities to meet Service/Accreditation Standards including EQuIP, HACC and DVA accreditation requirements.• Organise District Nursing Service's Quality Improvement Program and Annual Q.I. Plan.• Foster an environment of continuing improvement as part of everyday practice.• Demonstrate improved practice and client outcomes through relevant documentation, maintenance of data, analysis and collation of data specific to Community Nursing program guidelines.• Identify opportunities for review of nursing practice / client care and initiate areas of best practice that enhance client outcomes and improves nursing practice.• Have a commitment and preparedness to manage and participate in evaluation activities relating to nursing/client care/ quality improvement and research projects as requested.

KEY RESPONSIBILITIES

**POSITION TITLE: Registered Nurse – Division One Grade Four
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<p>CONTINUOUS IMPROVEMENT - continued</p>	<ul style="list-style-type: none">• Comply with all relevant legislative requirements and organisations policies, by-laws, standing orders, mission statement and values including, but not restricted to:<ul style="list-style-type: none">- Community Care Common Standards Guidelines.- Infection Control Policies- Confidentiality policy and privacy legislation- Occupational Health and Safety policies and regulations- TMHS Code of Conduct- Fire, disaster and other emergency procedures. <p>OH&S Management</p> <ul style="list-style-type: none">• Ensure the physical environment of the client care area is safe and pleasant by coordinating the activities of maintenance and non-clinical support staff, and where applicable arranging home assessments and allied health involvement in the client's place of residence.• Ensures all appropriate actions are taken to implement OH&S and 'No Lift' Policy, procedures and legislative requirements.• Monitors and documents OH&S performance within area of responsibility by investigating all accidents / incidents occurring.• Participate in regular training as required including mandatory education including emergency, fire and evacuation procedures and policies.• Be conversant with and respond to the action required in the event of either an internal or external emergency situation.• Understands and monitors Workcover type issues affecting staff. <p>Infection Control</p> <ul style="list-style-type: none">• Is responsible for minimising exposure to incidents of infection/cross infection of clients, staff and the community by being responsible for personal adherence to and encouraging others in their adherence to Standard Precautions relating to Infection Control.
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Nurse Unit Manager District Nursing Service

Director of Community Health

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Date

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Date