

# TERANG & MORTLAKE HEALTH SERVICE

## Nurse Unit Manager District Nursing Service

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

<p><b>Personal Qualities:</b></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><b>1. PERSONAL &amp; PROFESSIONAL DEVELOPMENT.</b> Demonstrated experience and understanding of the continuation of both personal development &amp; professional development in their career and industry.</p> <p><b>2. CUSTOMER SERVICE.</b> Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.</p> <p><b>3. ADMINISTRATION &amp; DOCUMENTATION</b> 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><b>4. TECHNICAL SKILLS &amp; APPLICATION.</b> 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><b>5. TEAMWORK &amp; COMMUNICATION</b> 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 and Mortlake Health Service</p> <p><b>6. CONTINUOUS IMPROVEMENT.</b> Commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement activities.</p>
<p><b>Qualifications</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Current registration as a Registered Nurse with the Australian Health Practitioner Regulation Agency (AHPRA)</li> <li>• Evidence of clinical leadership qualities and skills to lead and manage a team</li> <li>• Evidence of overseeing and managing budgets, including rosters, supplies and other expenses</li> <li>• High level communication, written and verbal skills and proven ability to be able to liaise and work in multidisciplinary team</li> <li>• Evidence of a commitment to ongoing professional development</li> <li>• Thorough knowledge and experience in quality improvement processes and understanding of the Aged Care Quality Standards and Australian National Quality and Safety Health Service Standards</li> <li>• Current unencumbered Victorian Drivers Licence.</li> <li>• Minimum five years full time post graduate experience.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Post graduate qualifications in Community Nursing or related field</li> </ul>
<p><b>Salary and Conditions</b></p>	<p>As per the NURSES AND MIDWIVES (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2020-2024</p>

# KEY RESPONSIBILITIES

**POSITION TITLE: Nurse Unit Manager  
District Nursing Service**

<b>PERSONAL &amp; PROFESSIONAL DEVELOPMENT</b>	<ul style="list-style-type: none"><li>• Maintains current professional knowledge and skills, by actively participating on committees and in workshops, attending conferences and other relevant education forums about Community nursing care.</li><li>• Understands, maintains and promotes awareness of the ethical and legal implications of nursing practice.</li><li>• Promotes and participates in nursing research as appropriate.</li><li>• 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.</li><li>• Participates in the reflection of one's own practice three months following appointment and thereafter annually, or as required.</li><li>• Supports and encourages other nurses in their professional practice and development.</li><li>• Accepts responsibility as a professional role model.</li><li>• Identifies and manages conflict by seeking assistance and using solution focused problem-solving techniques when dealing with conflict situations.</li></ul>
<b>CUSTOMER SERVICE</b>	<ul style="list-style-type: none"><li>• Pursues excellence in community based client care through team leadership, ensuring clients are comprehensively assessed and individualised care plans are developed.</li><li>• Acts in a professional manner at all times when dealing with internal and external clients.</li><li>• Be prompt and provide courteous service to clients, families / carers and colleagues.</li><li>• Demonstrates an understanding of customer needs by:<ul style="list-style-type: none"><li>- Being responsive to client's care in accordance with care plan.</li><li>- Ensuring the dignity, privacy and confidentiality of each client is respected at all times.</li><li>- Promoting positive and harmonious relationships between clients, relatives and staff.</li><li>- Being aware of, supportive of, and respectful of the needs of colleagues.</li><li>- Being responsive to telephone enquiries which includes the identification of self and facility.</li><li>- Respecting the basic freedom and rights of individuals.</li></ul></li><li>• Acts as an advocate to assist clients and relatives to make informed decisions.</li><li>• Effectively liaises with, primary care, acute services, aged residential care and external providers</li><li>• Maintains effective mechanisms of communication with members of the community.</li></ul>

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**District Nursing Service**

<b>ADMINISTRATION &amp; DOCUMENTATION</b>	<ul style="list-style-type: none"><li>• Contributes to the regular review, formulation and implementation of policies, procedures and unit objectives. Ensures compliance with organisational and specific unit policies.</li><li>• Participates in planning and operational committees relevant to nursing practice and client services. This includes preparation of relevant reports.</li><li>• Demonstrates 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.</li><li>• Understands and complies with requirements of funding bodies including but not limited to: Commonwealth home support program (CHSP) Home and Community Care Program for Younger People (HACC PYP) Community Health program (CHP).</li><li>• Delegates effectively through the provision of clear instructions and expectations.</li><li>• Ensures effective responses to client feedback, complaints, incidents and accidents.</li><li>• Maintains knowledge of software utilised within District Nursing Service.</li><li>• Adapts readily to changes in direction or strategies affecting healthcare.</li><li>• 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.</li></ul>
<b>TECHNICAL SKILLS AND APPLICATION</b>	<ul style="list-style-type: none"><li>• 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.</li><li>• Identifies and seeks to address barriers to appropriate service delivery experienced by individuals and communities.</li><li>• 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.</li><li>• Encourage health promotion and illness prevention specific to the needs of clients.</li><li>• Acts as an educational resource by participating in educating other members of the health care team.</li><li>• Formulates the coordination of the service to ensure optimal client outcomes within the practice setting.</li></ul>

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<p><b>TEAMWORK &amp; COMMUNICATION</b></p>	<ul style="list-style-type: none"><li>• Practices effective communication at all levels by developing formal and informal networks with other multidisciplinary care providers and related health services, in order to coordinate client care.</li><li>• Actively facilitates the regular schedule of staff meetings.</li><li>• Sets performance standards, monitors performance, provides feedback and coaching and takes corrective action through conducting professional development for all staff on an annual basis or more often if required.</li><li>• Fosters an interdisciplinary approach to client care by a high level of interaction between health providers.</li></ul>
<p><b>CONTINUOUS IMPROVEMENT</b></p>	<ul style="list-style-type: none"><li>• Demonstrates commitment, participates and contributes to the quality improvement program Moving on Audits (MOA) and other facility activities to meet service/accreditation standards including ACQS, NQSHS, CHSP and DVA requirements.</li><li>• Fosters an environment of continuing improvement as part of everyday practice.</li><li>• Demonstrates improved practice and client outcomes through relevant documentation, maintenance of data, analysis and collation of data specific to Community Nursing program guidelines.</li><li>• Identifies opportunities for review of nursing practice / client care and initiate areas of best practice that enhance client outcomes and improves nursing practice.</li><li>• Has a commitment and preparedness to manage and participate in evaluation activities relating to nursing/client care/ quality improvement and research projects as requested.</li><li>• 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"><li>- Aged Care Quality standards ( ACQS)</li><li>- National Safety &amp; Quality Health Standards (NSQHS)</li><li>- Infection Control Policies</li><li>- Confidentiality policy and privacy legislation</li><li>- Occupational Health and Safety policies and regulations</li><li>- Child Safe standards</li><li>- TMHS Code of Conduct</li><li>- Fire, disaster and other emergency procedures.</li></ul></li></ul>

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<b>OH&amp;S Management</b>	<ul style="list-style-type: none"><li>• Ensures 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.</li><li>• Ensures all appropriate actions are taken to implement OH&amp;S and 'No Lift' Policy, procedures and legislative requirements.</li><li>• Monitors and documents OH&amp;S performance within area of responsibility by investigating all accidents / incidents occurring.</li><li>• Participates in regular training as required including mandatory education including emergency, fire and evacuation procedures and policies.</li></ul>
<b>Infection Control</b>	<ul style="list-style-type: none"><li>• 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.</li><li>• Agrees to adhere to the TMHS Immunisation requirements and Mandatory vaccination mandates</li></ul>
<b>Commitment to Risk Management</b>	<ul style="list-style-type: none"><li>• Contributes to effective risk management within their area of influence;</li><li>• Adheres to organisational risk management policy and procedures;</li><li>• Assists in fostering a risk-aware culture and ensure that any staff members in their supervision understand their responsibilities;</li><li>• Identifies new and emerging risks;</li><li>• Contributes feedback to risk management review processes.</li></ul>

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Nurse Unit Manager District Nursing Service

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Director of Community Health

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Date

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Date