



Monash Health

Position title: Nurse Manager

Classification: Nurse Manager Level 1 – 3 (as per individual role determination)

Code/s: NM10, NM11, NM12

Grade/s: NM 2, NM 3, NM 4

Reports to: Director of Clinical Operations/Facility Manager

Department: Monash Health Units/Wards

About Monash Health

Monash Health is Victoria's largest and most comprehensive health service. For more than 170 years, Monash Health and its predecessors have provided safe, high-quality healthcare for people at every life stage.

With 25,500 employees, we provide care to south-eastern metropolitan Melbourne and rural Victoria from over 40 locations, via telehealth, within local communities and in people's homes. Each year:

- We provide more than 3.6 million episodes of care to our community,
- More than 293,000 people are admitted to our hospitals,
- Close to 250,000 people receive care at our three emergency departments,
- We respond to more than 65,000 ambulance arrivals,
- We perform more than 55,000 surgical procedures, and
- We deliver more than 10,000 babies

As an equal opportunity employer, we are committed to a fair, non-discriminatory workplace that maximises the talent, potential and contribution of all. Monash Health is also committed to the Child Safe Standards.

Job summary

Purpose

The Nurse Manager is a clinical leadership role responsible for clinical outcomes and the management of employees.

Refer to the Position Description Attachment document for role specific information.

Responsibilities

Clinical

- Practice safely within the profession and own scope of practice boundaries
- Demonstrate commitment to person-centred care, best practice standards and the Monash Health Nursing and Midwifery Foundations of Care
- Ensure the delivery of a high standard of evidence-based nursing care

- Identify and promptly escalate and document emerging issues of concern
- Demonstrate and maintain competency in the performance of technical/clinical skills
- Accountability for reviewing and reflecting on performance outcomes and indicators within the unit/ward
- Monitor patients for critical changes and initiate appropriate emergency procedures
- Delegate responsibilities in accordance with individual levels of clinical expertise, knowledge and competence
- Coordinate patient admission and discharge flow, and identify possible or actual and potential barriers to patient flow and manage appropriately
- Conduct comprehensive screening, assessment, planning, implementation and evaluation of care in collaboration with the patient and the multidisciplinary team
- Collaborate with other health professionals to ensure safe and effective transition across the care continuum
- Ensure timely discharge planning and make referrals to appropriate health resources and services to facilitate the patient's safe and effective transition from hospital to home
- Liaise with external and/or community agencies/services and other health professionals as required
- Ensure individuals receive appropriate nutrition care
- Establish and maintain effective communication with all other health professionals and support employees, the patient, families, the community and external care providers
- Maintain accurate and current medical records ensuring documentation meets professional and legal standards
- Adhere to legislation pertaining to privacy and confidentiality and the handling of personal information
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others
- Set directions to achieve agreed service targets, improve efficiency and optimise the patient experience
- Participate in multi-disciplinary family meetings as required
- Ensure inventory and maintenance of equipment and supplies required for patient care is current and take appropriate action in relation to repairs, replacements and deficiencies of equipment
- Ensure consumer complaints are escalated in adherence with relevant policies and procedures
- Provide expert knowledge for the development of nursing policies and procedures as required
- Manage and be accountable for clinical/operational portfolios and projects as defined

Leadership/Management

- Role model nursing excellence
- Provide clinical leadership and management expertise
- Demonstrate effective, visible leadership and supervision across the team
- Clearly communicate clinical and behavioural expectations to employees
- Demonstrate a commitment to organisational driven change
- Assist with the development of others by providing clinical support and education
- Inspire individuals and groups to achieve personal, organisational and service professional goals
- Demonstrate the ability to debate, negotiate, resolve conflict, and handle sensitive and complex issues
- Promote a culture of optimism, innovation, encouragement, learning and creativity
- Ensure effective orientation, preceptorship, peer review, supervision and mentoring responsibilities
- Provide departmental key advice, support and input into the achievement of short, medium and long-term outcomes in relation to the Monash Health Nursing and Midwifery Strategic Directions particularly where they relate to strategic leadership
- Be conversant with the Monash Health strategic plans and ensure local communication and update of same

Professional Practice

- Practice in accordance with the [Nursing and Midwifery Board of Australia Registration Standards and Professional Codes and Guidelines](#)
- Maintains record of own Continuing Professional Development (CPD) as per NMBA registration standard

- Practice in accordance with the Monash Health Professional Development Framework for the area
- Ensure periodic evaluation of consumer satisfaction within the unit/ward
- Contributes to broader multidisciplinary program/site service planning and improvement committees
- Report on compliance or variance to the above mentioned indicators
- Contribute to the attainment and sharing of professional clinical expertise by networking with local, national and where possible international colleagues
- Explore new opportunities, innovations and strategic directions to improve client care into the future
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others
- Perform as an advocate and promote an active partnership patients, their families and carers to ensure safe and effective person-centred care
- Advocate for nursing within the organisation
- Act as a professional advocate for Monash Health

Critical Thinking and Analysis

- Monitor and evaluate clinical practice and demonstrate analytical skills in accessing and evaluating health information and research evidence
- Identify the relevance of research to improving individual/group health outcomes
- Participate in nursing research
- Practice within an evidence-based framework
- Actively reflect on own professional performance and competence and participate in ongoing professional development of self and others

Quality and Safety

The following responsibilities and accountabilities exist to ensure compliance with the National Safety and Quality Health Services (NSQHS) Standards. Refer also to Monash Health's Clinical Governance Framework for more information.

- Carry out compliance and improvement against the key elements of quality and safety
- Demonstrate commitment to developing, promoting and progressing continuous quality improvement initiatives
- Be responsible for the quality of care at point of care
- Lead consultative processes to improve health and safety
- Observe safe working practices and as far as you are able, protect your own and others' health and safety
- Identify clinical risk issues and areas for improved clinical outcomes
- Recognise and manage risk, and ensure that actions are taken to prevent and minimise harm to consumers and the healthcare workforce
- Monitor the operations and continuous improvement of the Monash Health Occupational Health and Safety Management System within the area of responsibility and provide a safe and positive workplace
- Ensure adherence to organisational standards and complete all mandatory and targeted training and education

Financial management

- Ensure there is financial responsibility and accountability across the functions under the position's control
- Develop and implement financial strategies that will ensure budgetary targets and key performance indicators are met
- Initiate and implement actions to improve the financial effectiveness of all functions under the position's control
- Participate in annual budget planning, and continually monitor, manage and evaluate budget to ensure expected outcomes are achieved
- Provide monthly management variance reports as required
- Recognise inefficiencies and develops / implements improvement or cost saving strategies
- Maximise revenue opportunities where relevant

- Liaise with procurement concerning purchase and supply of products as required

People

- Lead unit/team meetings in alignment with the Nursing and Midwifery governance structure to promote and maintain communication and improved practice
- Manage a workforce for the future through effective recruitment, retention, recognition, rostering and development strategies
- Plan and prepare rosters in an equitable manner to ensure that the needs of patients, employees, and award requirements are met
- Lead regular unit/team meetings and clinical reviews in alignment with the Nursing and Midwifery governance structure to promote and maintain communication and improved practice
- Participate and commit to succession planning by supporting the development of leadership and management skills of employees within the unit
- Maintain constructive industrial relations and comply with relevant industrial agreements
- Provide leadership, supervision and support for employees and ensure the inclusion of appropriate performance management, regular performance enhancement sessions, professional training and development, and education opportunities
- Ability to manage the performance of employees within the documented policies and procedures of Monash Health
- Facilitate and encourage employee attendance at appropriate programs and forums
- Effectively manage employee leave liability including strategies to reduce rates of sick leave and excess accumulated annual leave
- Ensure employee compliance with Monash health policies and procedures relating to appropriate workplace behaviour
- Ensure and document employee adherence to the completion of mandatory training, competencies and assessments
- Ensure optimal communication processes to facilitate information flow
- Participate in the annual performance development process and discussions with manager.

Person specification

Qualifications/Registrations/Licences/Experience (*Italics indicate desirable*)

- Registration with Nursing and Midwifery Board of Australia (NMBA) via the Australian Health Practitioner Regulation Agency (Ahpra), and consent to ongoing registration checks via Monash Health's electronic credentialing systems
- Current and ongoing employment screening, including but not limited to, National Police Check, employee Working with Children Check (WWC) and where relevant Aged Care Worker Screening, and as required National Disability Insurance Scheme (NDIS) Worker Screening
- A minimum of five years post registration experience
- Recent nursing management experience
- Demonstration of appropriate competencies and skills
- *Current Victorian Drivers Licence*
- *Post-graduate studies in management or leadership.*
- *Member of a professional nursing association*

Capabilities

Refer also to [Monash Health's Capability Framework](#).

- Easily identified as a role model of clinical excellence in nursing
- Proven people and communication skills including relationship building, cooperation, conflict resolution, influencing others and facilitating open discussions
- Demonstrate recent leadership and management experience including change and safety leadership, coaching and development, motivating self and others and managing and measuring performance
- Able to drive culture, encompassing a patient first focus, adaptability, respecting diversity, innovative thinking, application of evidence into practice, and self-management

- Achieve results including management of resources, service delivery, problem solving and professional and technical competence
- Ability to work independently as well as consulting and collaborating with others to deliver outcomes
- Outcome focused with ability to manage multiple projects simultaneously
- An awareness of own values and beliefs surrounding healthcare and the ability to identify and respect an alternative view
- A broad understanding of the public health system and of the contemporary issues and socio-political context surrounding nursing practice
- Be cognisant of limitations in own knowledge and seek appropriate resolution
- Present oneself in a professional and respectful manner
- Superior ability to communicate in both written and verbal forms
- Excellent organisational and time management skills
- Proficient computer skills

Other position requirements

- Applicants new to Monash Health must provide evidence of immunisation before they can receive an offer of employment, and will be required to enter into an Employment Agreement prior to commencement
- Ability and flexibility to move across multiple Monash Health sites as required and may include hybrid working arrangements
- Monash Health is a smoke free environment and compliance is essential

Our values

- **Integrity:** Honesty, open and transparent, admit mistakes, maintains confidentiality, fairness, builds trust.
- **Compassion:** Empathy, sensitivity, concern for others, interacts with dignity, tolerance, anticipates needs
- **Accountability:** Understands roles, uses resources wisely, delivers on time, timely decision making, achieves stretch goals, takes responsibility for performance
- **Respect:** Builds relationships, courteous, listens and understands, gives and receives feedback, sensitivity and understanding, values difference and individual worth
- **Excellence:** Supports creativity and innovation, proactive and solution-focused, seeks out opportunities, embraces quality improvement, professionalism

Our guiding principles

1. We consistently provide safe, high quality and timely care
2. We provide experiences that exceed expectations
3. We work with humility, respect, kindness and compassion in high performing teams
4. We integrate teaching, research and innovation to continuously learn and improve
5. We orientate care towards our community to optimise access, independence and wellbeing
6. We manage our resources wisely and sustainably to provide value for our community

Document management

Date: Last updated Jan 2024