

Position Description

Nurse Manager

Overall Purpose of Role

As a Nurse Manager you are recognised as the nursing team's leader, modelling Icon's core values through effective leadership and management of clinical nursing and support staff at the site. You are accountable for providing evidence-based nursing care that adheres to professional, organisational, legal, and ethical standards to improve health outcomes for our patients. You are responsible for fostering a positive work culture, driving change, providing a safe working environment, and utilising financial resources effectively to achieve optimal clinical outcomes and an exceptional patient experience within a continuous service improvement framework.

Scope of Position

Reports to:	Site Manager
Number of direct reports:	Varies from site to site
Primary location:	Refer employment contract
Site/s of responsibility:	As discussed, and agreed upon

Working Relationships

Internal	Administration Manager, Site Manager, Site staff, Senior Nursing Leadership Team, State Manager, Chief Executive Officer (CEO), Quality team, Core staff, Education team
External	Patients and families/carers, Visiting Medical Officers (VMO), Volunteers, Icon Foundation team, Business partners e.g., pathology & radiology providers, professional associates, community organisations, universities, and other educational establishments

Decision Making Authority

Makes decisions on:	<ul style="list-style-type: none"> Refer to Key Responsibility Areas
Makes recommendations on:	<ul style="list-style-type: none"> Refer to Key Responsibility Areas
Expenditure authority	<ul style="list-style-type: none"> Refer to Key Responsibility Areas

Key Responsibility Areas

Key Responsibility 1

Patient Centred Care	<ul style="list-style-type: none"> Lead, direct and coordinate evidence-based patient centred care and service planning, utilising sound knowledge of contemporary nursing practice and research Maintain clinical skills and expertise through participation in direct patient care activities, when required Demonstrate an advanced level of clinical knowledge and skills relating to relevant field of nursing to provide clinical and professional guidance to the multidisciplinary team
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Patient Centred Care continued	<ul style="list-style-type: none"> • In collaboration with the site staff assess, plan, implement and evaluate strategies to improve patient satisfaction results, ensuring patient feedback is addressed in a timely and thoughtful manner • Develop and maintain effective lines of communication across and within all lines of business contributing to patient care
Key Responsibility 2	
Leadership & Management	<p>Customer service</p> <ul style="list-style-type: none"> • Strive to better understand customer (internal and external) expectations, needs and concerns and seek to address service delivery issues promptly through implementation of effective solutions • Develop and maintain collaborative relationships with all disciplines, other departments, and the wider professional community • Work closely with the site manager & WHS to ensure the provision of safe and efficient services <p>Resource management</p> <ul style="list-style-type: none"> • Efficient and effective management of physical, human, intellectual and financial resources • Ensure the right level of seniority and skill mix in the team and provide staff with access to appropriate resources and training to maintain strong clinical skills and adhere to the safety/quality standards within the set budget <p>Business performance</p> <ul style="list-style-type: none"> • Understand and comply with relevant cost control initiatives • Work in collaboration with the site manager to set and implement the annual unit budget in a manner that ensures all resources (human, financial and physical) are used to deliver safe, high quality clinical care in a cost-effective manner
Key Responsibility 3	
People and Culture	<ul style="list-style-type: none"> • Create and sustain a positive, on-values workplace culture which supports learning, research, workforce development, and retention and attraction of staff • Participate in the recruitment, onboarding, development, supervision, and performance evaluation of nursing team members • Develop workforce and succession plans and demonstrate a commitment to developing all staff • Delegate portfolios to senior staff and act in an advisory capacity to direct, coach and support as required • Oversee the development and implementation of nursing staff rosters that optimise staff skill mix to ensure the provision of timely, safe, high quality patient care and simultaneously enables training requirements of staff to be met. • Promote and ensure all staff remain current with all mandatory requirements
Key Responsibility 4	
Quality Improvement	<p>In collaboration with the Site Manager and National Quality Manager:</p> <ul style="list-style-type: none"> • Implement and evaluate clinical governance, quality improvement and risk management plans • Ensure all audits are completed as per the agreed schedule to demonstrate that clinical care is delivered in accordance with national frameworks, guidelines and locally developed standards.

Quality Improvement continued	<ul style="list-style-type: none"> Alongside the site manager, Manage the accreditation process at the site by ensuring the implementation of recommendations; monitoring and evaluation of audits; documentation and implementation of quality improvement plans and projects Benchmark clinical performance of unit internally and externally Ensure all incidents, accidents, near misses, hazards, equipment failures and maintenance issues are reported in RiskMan/Donesafe or external reporting bodies, investigated and corrective actions implemented within the defined time frame Ensure signal event are reported and actions as per infection control policy and procedure Facilitate quality patient outcomes in accordance with National Safety and Quality Health Service Standards (NHSQS), professional standards and organisational policies and procedures Review policies, procedures, protocols and manuals to ensure optimal patient outcomes. Ensure staff adhere to reviewing and reading of these.
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Key Responsibility 5

Learning and Growing	<ul style="list-style-type: none"> Create and encourage an environment that allows staff to acquire new skills, involvement in research activities, identify and develop new ideas and outcomes, and which ensures commitment to organisational goals Ensure the clinical competence of all nurses is assessed, evaluated, monitored and improved and registration is sighted annually if required by the relevant industrial instrument Demonstrate commitment to professional practice by ensuring all nursing staff work within their scope of practice
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Key Responsibility 6

Professional Development	<ul style="list-style-type: none"> Commit to ongoing professional development of self, other staff, and the profession Participate in continuing education activities, committees (as required) and professional groups (as required) Support the development of others by acting as a resource to colleagues Participate in personal role review and Iconic Performance Program
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Capabilities and Core Competencies

Communication	<ul style="list-style-type: none"> Communicates using multi-mode methods to align with our patients' and people's experience, diversity and background. Builds strong internal and external partnerships through collaboration and cooperation that enhance the delivery of Icon's mission and strategic priorities. Contributes to a work environment where differences, divers experience and perspectives are valued and supported to get result.
Managing Relationships	<ul style="list-style-type: none"> Builds effective relationships and networks that benefit Icon's ongoing performance. Earns others' trust and respect through consistent interactions that are authentic, with integrity and professionalism Builds and maintains strong working relationships with people inside and outside of the organisation through empathy and diplomacy.

Problem Solving	<ul style="list-style-type: none"> Manages self through adversity; addressing challenging issues by drawing on individual and collective skills knowledge and experiences, and doing what is right. Anticipates and identifies problems and proactively address the issue in a timely manner and if required work effectively and collaboratively with others to achieve a suitable and optimal result. Ensures the right approach and demeanour for the right situation, taking into account individual and business needs.
Personal Impact	<ul style="list-style-type: none"> Ability to identify, articulate and develop ones skills, strength, weakness, knowledge values, interests and experiences relevant to personal growth and professional success. Consistently acts with purpose, values and integrity to create strong patient, peer and customer- centric solutions Takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight and adapts to changing work environment
Continuous Improvement	<ul style="list-style-type: none"> Creates value and opportunities for growth through the identification and implementation of innovative solutions (that increases efficiency, eliminate waste and improve performance). Accepts change as an ongoing opportunity, demonstrating adaptability, resilience and flexibility in the face of challenges, through a growth mindset. Invest time in self-development and opportunities for growth, regularly reviewing and improving capabilities.

Qualifications	
	Mandatory: <ul style="list-style-type: none"> Current registration with AHPRA as a Registered Nurse Relevant post-graduate nursing qualification or working toward same. For example, post graduate qualification in management Member of relevant professional bodies (e.g. CNSA, COSA)

Specific Skills, Knowledge or Experience	
	Mandatory <ul style="list-style-type: none"> Experience in managing the complexities of a healthcare business including nursing management and building relationships with VMOs Minimum 5 years post-graduation experience Minimum 1-year administrative experience in a position of a at least 'Nurse Manager' in a Hospital (for NSW) Desired: <ul style="list-style-type: none"> General management experience in healthcare including managing profit and loss (P & L) Minimum 3 years management experience

All Icon Group Employees

Company Policies and Procedures, Code of Conduct and Values	<ul style="list-style-type: none"> Icon has policies and procedures to support its operations, ensure compliance with its legal obligations and outline the way Icon does things in the organisation Icon requires all employees to be familiar and comply with all Icon policies and procedures that relate to their employment, their duties and the conduct of the organisation Icon requires all employees to act in a manner that does not intentionally harm its operations in any way and to conduct themselves in a manner that promotes Icon values
Health and Safety	<ul style="list-style-type: none"> Icon requires all employees to comply with all work health, safety and wellbeing requirements in connection to their employment and demonstrate positive behaviours in respect of Icon's work health and safety culture
Compliance	<ul style="list-style-type: none"> Icon requires all employees to: <ul style="list-style-type: none"> comply with all lawful and reasonable directions given to them by Icon comply with all relevant laws applicable to their employment and the organisation's broader compliance obligations act within the scope of their Position's authority and no broader

Position Description Authorisation

Position of Manager	Group Director of Nursing
Date Authorised	

I agree to the details outlined in this Position Description and understand that these may be amended from time to time dependent upon the changing needs of Icon.

Name of Incumbent	
Signature of Incumbent	
Date	