

**NURSE MANAGER**

Designation: REGISTERED NURSE DIVISION ONE.

Level: Nurse Manager.

Program / Unit: Nursing Services Program.

Purpose of Position:

The Nurse Manager (NM) is responsible for ensuring the development and maintenance of care standards by providing strong leadership and role modelling. The NM is responsible for care coordination, management of human and material resources, program structure, critical analysis, employee relations, personal influence and professional credibility.

The NM is part of the health care team and utilises the practice of nursing to deliver or direct patient care in any practice setting, addressing the functions and obligations of work that reflect current practice guidelines and professional standards.

This Position Description will be clarified by specific roles and responsibilities within the individual unit or department.

Organisational Environment / Reporting Relationships:

The NM is accountable through the Deputy Director of Nursing (DDON) to the Executive Director of Patient Services (EDPS). NM's also have relationships with the Operational Manager (OM), Assistant Directors of Nursing (ADON), Staff Development, Infection Control, Quality and Safety Program and other Programs or projects that affect the Unit / Program for which they are responsible.

The NM assumes responsibility for their own actions whilst promoting and practising professional standards of practice and conduct within their unit and the whole organisation.

Supervisory Responsibilities:

- Registered Nurse Division One (RN Div 1).
- Registered Nurse Division Two (RN Div 2).
- Nursing / Medical / Other Students.
- Patient Services Assistants (PSA) / Nursing Attendant / Porters.

Primary Responsibilities:**KPI ~ 1 Clinical / Technical Skills and Abilities:**

- Influence Best Practice in all aspects of nursing and patient care utilising principles of Evidence Based Practice and Action Research.
- Act as a central coordinator and expert consultant / advisor whilst demonstrating and teaching clinical practice skills to nursing staff, working with them to develop competency in patient evaluation and care.
- Apply nursing assessment skills and nursing practice in a safe and professional manner that reflects practice standards and guidelines and promote these practices to all staff.
- Conduct nursing practice in accordance with legislation and common law.
- Promote accountability for nursing practice by all staff within the unit.

NURSE MANAGER

- Predict control, research, evaluate and make recommendations for purchase of new equipment or consumables making the appropriate budget adjustments or submissions to relevant funding bodies.
- Demonstrate knowledge of Wodonga Regional Health Service (WRHS) policies and procedures that have legal implications for practice, and promote staff compliance.
- Adhere to and promote to all staff WRHS Infection Control policy and procedures, Department of Human Services (DHS) guidelines and Australian Standards.
- Effectively coordinate and efficiently manage the nursing care of individuals or groups of clients.
- Protect the rights of individuals and groups, and assist informed decision making.
- Promote a physical and psychosocial environment that enhances safety, security and optimal health for patients, visitors and staff.
- Manage and promote to all staff the efficient and cost effective use of all resources
- Participate in the maintenance and update of WRHS emergency plans, policy and procedures applicable to the designated Unit / Program, providing staff education to maximise organisational effectiveness in a crisis situation.

KPI ~ 2 Personal / Professional Development:

- Maintain and enhance current knowledge and skill base that facilitates the best possible client care, staff management, self management and Unit / Department leadership.
- Maintain an active professional development program by:
 - Attendance and participation in relevant courses, workshops, lectures, tele / video conferences, evidenced by provision of attendance record of in-service education sessions
 - Sharing of knowledge and skills so gained with other staff via formal and informal training.
- Participate actively in the WRHS staff performance review and performance management as required.
- Attend mandatory education on an annual basis including:
 - Fire and Evacuation.
 - Manual Handling.
 - Minimal / No Lift.
 - CPR.
 - Infection Control.
- Practice within the professional boundary guidelines of the Nurses Board of Victoria (NBV) and the Nurses Act (Victoria) 1983 (Amended 2000).
- Maintain WRHS approved competencies on an annual basis as required within particular competency criteria in accordance with the Australian Nursing and Midwifery Council (ANMC) National Competency Standards for the Registered Nurse (RN).
- Promote a culture of professional development by motivating of staff, initiating strategies to promote learning for all colleagues whilst recognising individual abilities and organisational needs.
- Mentor, coach, acknowledge, empower and challenge staff.
- Exhibit flexibility, credibility, commitment, enthusiasm and caring to staff, patients and the organisation.

KPI ~ 3 Customer Service:

- At all times promote good interpersonal relationships both within and outside the Department / Unit, and the Organisation, recognising internal and external customers.
- Provide education and act as a resource to:
 - Other staff, students, clients and carers.
 - Community groups and other agencies as appropriate and required.

NURSE MANAGER

- Conduct work professionally in accordance with the Australian Nursing and Midwifery Council (ANMC) Code of Professional Conduct for Nurses and the ANMC Code of Ethics for Nurses.
- Comply with and promote to all staff the WRHS Code of Conduct.
- Practice and promote to all staff the patient rights of human dignity, confidentiality, privacy and informed consent at all times.

KPI ~ 4 Teamwork and Communication:

- Participate in and promote the supervision of students and other staff on the Unit / Department encouraging a culture of mentorship.
- Assess the work of nursing staff and critically analyse staffing requirements based on projected activity and accepted staffing methodology so that appropriate levels and skill mix are available for patient care.
- Participate in meetings to monitor progress of patients including identifying problems, nursing resources and identifying care issues.
- Liaise regularly with the DDON and/or OM on patient and administrative matters.
- Recognise own abilities and level of professional competence and work to enhance the professional development of other staff.
- Make informed decisions confidently and solve problems fairly and effectively using staff input.
- Attend and participate in relevant meetings, or nominate appropriate delegate to represent Unit / Department.
- Organise Unit / Department meetings that promote open discussion and provide evidence of actions.
- Liaise with other disciplines to achieve common goals, promoting good interpersonal relationships, recognition of skills and disseminate information to other health care workers facilitating a team approach.
- Perform other duties in keeping with the professional and administrative responsibilities of Unit / Department portfolio and, or Unit / Department specific roles and responsibilities.
- Utilise effective interpersonal skills at all times.
- Communicate effectively and accurately document relevant information according to WRHS policies and procedures.
- Develop and build the Unit / Department team facilitating the commitment of staff to the team.

KPI ~ 5 Documentation and Administration:

- Review documentation and promote clinically effective, accurate notation that conforms to legal requirements and WRHS procedures and policies.
- Promote and maintain confidentiality of information in compliance with privacy legislation.
- Contribute to and maintain where required data collection for statistical purposes and collate where required Unit / Departmental data for presentation to organisational groups.
- Promote and participate in the ongoing development, revision and implementation of policies and procedures within the Unit / Department or organisational Program.
- Provide reports through DDON and EDPS to Nurse Management and other programs, projects, working parties or committees.

KPI ~ 6 Continuous Quality Improvement and Risk Management:

- Comply with WRHS Occupational Health and Safety (OH&S) policies and procedures and the OH&S Act (Vic) as amended 2005.
- Manage Occupational Health and Safety to provide effective systems and take appropriate action for hazards, accidents and incidents.

NURSE MANAGER

- Manage regular audit to provide safe and effective handling of all equipment and consumables with regard to the safety of self and others, identifying and ensuring repairs and replacement as required.
- Review relevant products and make recommendations based on their efficiency, safety and effectiveness.
- Initiate and participate in Quality Improvement activities within the Unit / Department and Organisation.
- Participate in and promote the value of research that contributes to development of evidence based nursing practice and improved standards of care. Investigate adverse events, reported incidents and complaints ensuring that strategies to address identified risks are implemented and/or information given to appropriate Executive staff.
- Provide ongoing assessment and data analysis of Unit / Department performance, referring to, and using benchmarking information from other health services or key performance indicators as appropriate and implement responsive action to identified issues.
- Submit an annual Quality Plan and evaluate the prior year providing appropriate reports to the Quality and Risk Manager.
- Facilitate the involvement of all staff in Quality Improvement and the Accreditation process.
- Manage the development, maintenance and use of Unit specific policy and procedures

Specific Delegations:

- Appropriate authority is delegated to carry out all duties associated with the position.

Unit Specific Roles and Responsibilities:

- The Position Description will be clarified by specific roles and responsibilities within the individual unit or department.
- Demonstrate decision making skills consistent with experience and specific roles and responsibilities, as determined by speciality specific standards.

Leadership:

Lead the Unit / Program to meet the business objectives and organisational vision and goals incorporating service evaluation, quality improvement and risk management to all aspects of Unit Manager.

Information Technology:

Utilise knowledge and be willing to build knowledge and understanding of Information Technology to provide data that improves information, knowledge, patient care, communication and resource management.

Occupational Health and Safety:

Utilise knowledge of responsibilities regarding the Occupational Health and Safety (OH & S) Act 2004 (As Amended) in staff, patient and Unit / Program management of safety and risk identification.

Committee Representation:

Actively participate in Committees, Working Parties or Projects as designated and contribute to the objectives of these groups.

Change Management:

Positively influence change processes within the Unit / Program or organisation by utilising personal, professional and managerial knowledge, skills and influence. The development of trust, empowerment of staff and open communication are essential for effective change management. Use creative and innovative problem solving skills, maintaining objectivity at all times.

NURSE MANAGER

Financial Management:

Manage the financial costs associated with Department / Unit / Program management and take responsibility for Department / Unit / Program operational targets, and budget management.

Human Resource Management:

Manage human resources (HR) effectively and efficiently utilising HR Management skills, a working knowledge of the Nurses Award and Multiple Business Agreements, organisational policies and procedures that directly affect rostering, nurse allocation, performance review and performance management and all aspects of employee relations. The appropriate selection and retention of staff, creative staff development with specific planning for succession are responsibilities that the Nurse Manager must use to enhance the organisations goals.

Professional Development Review:

Develop and maintain a three year Business Plan in line with the strategic objectives of the organisation, WRHS Vision Statement and aligned to annual Quality planning.

Professional Review will be conducted according to the Professional Development Review Policy.

SELECTION CRITERIA NURSE MANAGER

Mandatory:

- Nurses Board of Victoria Registered Nurse Division one or eligible for same
- Tertiary qualifications or working towards same that are appropriate to this management role

Preferred:

- Demonstrated proficiency in managing the complex demands of health service programs
- Demonstrated ability to provide leadership in the areas of responsibility relevant to nursing and patient care
- Demonstrated ability to provide coordination of, and to promote decision making within a cooperative and collaborative environment
- Demonstrated commitment to professional development
- Demonstrated effective communication utilising people skills to manage a team to achieve positive organisational outcomes
- Demonstrated ability to develop and implement initiatives to enable optimum standards of care and efficient resource management through:
 - Quality Improvement processes relevant to the Australian Council Healthcare Standards program
 - Staff Development
 - Research and review processes
 - Monitoring of performance and risk management
- Demonstrated sound knowledge of contemporary Human Resource Management with sound industrial relations understanding and with particular reference to Victorian Nurses Award and EBA, occupational health and safety, equal employment opportunity and anti-discrimination.
- Demonstrated proficient IT skills including data management and use of Microsoft word, excel and other program applications

NURSE MANAGER

Signature of Employee

Witness

Date

Annexes:

Other Relevant Information: Roles and Responsibilities (Unit Specific).
Policy – Staff Performance Review and Management.
Procedure – Staff Performance Review.
WRHS Code of Conduct.
OH & S Act 1985 (amended 2005).
Nurses Award (Victoria) 1992 and EBA (2000), MBA (2004 and 2007).

References: ANMC Code of Professional Conduct for Nurses (Division 1 RN).
ANMC Code of Ethics for Nurses.
National Competency Standards for the Registered Nurse 3rd Edition.
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Contact Point: EDPS.

THIS SECTION FOR QUALITY OFFICE USE ONLY		
Approval Committee:	Date Approved:	SharePoint Location:
Patient Services	2 October 2008	Position Description
Responsible Department:	Date for Review:	Manual Location:
Nurse Management	2 October 2010	Position Description Manual
Version No:	Original Approval Date:	Previously Named As:
3	June 2000	Same