

KEY RESPONSIBILITIES

POSITION TITLE: **Nursing Unit Manager**

PERFORMANCE INDICATORS	DESCRIPTION
<p>K.P.I. 1</p> <p>PERSONAL & PROFESSIONAL DEVELOPMENT</p> <p><i>Demonstrated experience and understanding of the need for continuation of both personal development & professional development.</i></p>	<ul style="list-style-type: none"> • Participate in a performance appraisal at 3 months after commencement, then annually or as required. • Read, sign and practice in accordance with the current XXX Code of Conduct. • Complete education/skill development packages as required by the Nursing directorate to meet the organization's service delivery requirements. • Maintain own knowledge base in relation to: <ul style="list-style-type: none"> ➤ Legislation governing work practices. e.g. NSW nurse State Award, Hospital Employees State Award, Coroners Act, Poisons Act • Maintain own clinical knowledge and skill base through: <ul style="list-style-type: none"> • Active participation in continuing education programs and inservices; • Participation in clinically relevant professional groups and organizations; • Active participation in forums for review of clinical nursing practice; • Participation in research and clinical audit project(s). • Maintain current registration with the NSW Nurses Registration Board and show evidence of ongoing registration. • Ensure attendance at all XXX mandatory education requirements on an annual basis • Ensure familiarity and compliance with XXX Policy and Procedures • Ensure professional conduct is maintained in all patient care and public areas • Participate in annual review of position description, prior to June each year.

PERFORMANCE INDICATORS	DESCRIPTION
<p>K.P.I. 2</p> <p>CUSTOMER SERVICE</p> <p><i>Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.</i></p>	<ul style="list-style-type: none"> • Maintain confidentiality on all issues relating to clients, colleagues and the organization. • Demonstrate effective communication skills through : <ul style="list-style-type: none"> ➤ Use of appropriate language when interacting with internal and external customers; ➤ Being courteous and considerate when interacting with internal and external customers; ➤ Clear, concise and legible written communications. • Treat all clients with respect and equality while being responsive to their needs • Involve patients and their carers in planning care to meet their needs. • Act as a patient advocate, and advise senior management of possible adverse patient outcomes as a result of clinical care. • Anticipate patient/carer concerns and intervene early to resolve matters • Ensure complaints are managed in accordance with NRAHS Complaints handling Policy • Ensure appropriate patient/carer education programs are developed and delivered • Involve consumer agencies in service planning/service change • Ensure a multidisciplinary, integrated and seamless service provision

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<p>K.P.I. 3</p> <p>ADMINISTRATION & DOCUMENTATION</p> <p><i>Using the processes that are in place to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</i></p>	<ul style="list-style-type: none"> • Develop and implement annual service plan, reflective of the NRAHS/LBH Service Agreement • Develop annual budget requirements, including equipment and minor works • Monitor, expenditure, acuity and casemix, to identify variances in projections, and advise senior management of variance. Develop and implement strategies to address negative variances in expenditure • Verify timesheets at the end of each shift and in accordance with pay office timeframes. • Ensure compliance with relevant performance indicators as described in the LBH OHS Strategic Plan • Ensure contemporaneous documentation is maintained in the medical record that is objective, accurate and legible. • Ensure completion of patient documentation requirements (e.g. nursing history, nursing care plans) as per hospital policies and DOH guidelines. • Participate in clinical and professional data collection as required by the Nursing Directorate and the organization. • Ensure compliance the <i>Guidelines for the Handling of Medications in NSW Public Hospitals. 2001/64.</i> • Identify unit specific clinical competencies, facilitate staff development and maintain current register of competencies. • Monitor sick leave trends and manage in accordance with the NSW DOH guidelines

PERFORMANCE INDICATORS	DESCRIPTION
<p>K.P.I. 4</p> <p>TECHNICAL SKILLS AND APPLICATION</p> <p><i>Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.</i></p>	<ul style="list-style-type: none"> • Ensure nursing care is delivered according to current best practice professional standards • Utilize a proactive, problem solving approach in assessing, planning, implementing and evaluating all aspects of clinical care. • Be cognizant of the clinical condition of each patient, and ensure implementation and evaluation care. • Participate in and encourage staff involvement in product evaluation • Assume a leadership role that promotes and ensures compliance with NRAHS and LBH policies, procedures and legislative requirements. • Ensure patient care is provided for under a continuum of care model • Keep senior nurse management appraised of workload issues, clinical concerns, adverse events, critical incidents, 'near misses' and complaints. • Prioritize and be sensitive to the workload within the organization, and facilitate the deployment of staff as necessary to meet clinical demand within the organization • Ensure service area is appropriately staffed, taking into consideration patient acuity, unit casemix, staff utilization and skill mix. • Ensure nursing care is delivered by developing and maintaining appropriate staff profiles, in line with ward/unit casemix. • Expedite recruitment and selection process in line with NRAHS Policy • Ensure that professional conduct is maintained in all patient care and public areas.

PERFORMANCE INDICATORS	DESCRIPTION
<p>K.P.I. 5</p> <p>TEAMWORK & COMMUNICATION <i>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 the Organization.</i></p>	<ul style="list-style-type: none"> • Actively promote the mission, goals and strategies of NRAHS and LBH • Promote teamwork through sensitivity to workload and needs of other staff, patients and carers; knowledge of own ability; demonstrating accountability for own practice, and ongoing peer and self-education. • Actively participate in senior nursing meetings. • Convene regular unit meetings, ensuring staff are kept informed of ward based, professional based and organizational wide initiatives, strategies and developments. • Develop and ensure communication systems that are accessible to all staff. • Ensure a positive environment for nursing students and new practitioners in the workplace, by facilitating Mentorship /preceptorship programs • Act as a resource person for other nursing staff. • Advocate for staff as required, ensuring that fairness and equity are identified principles operating in your work area • Be aware of, and utilize established mechanisms for Grievance management. • Support and acknowledge the achievements of colleagues
<p>K.P.I. 6</p> <p>CONTINUOUS IMPROVEMENT <i>Commitment to ensuring quality services are delivered to both internal & external clients through continuous improvement activities.</i></p>	<ul style="list-style-type: none"> • Develop a working knowledge of the quality based accreditation program (ACHS:Equip) and facilitate same at ward/unit level • Participate in organizational wide accreditation programs • Participate in forums for development and review of policies and procedures. • Participate in the identification of Best Practice initiatives, and support the implementation of same • Identify and initiate unit based quality improvement activities and incorporate measurable outcomes. Ensure completion of quality planning workbook with in the required time frames. • Identify, monitor and report on unit specific key performance indicators, and participate in benchmarking activities. • Develop quality initiatives that identify customer satisfaction with service provision

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<p>K.P.I. 7 OHS&R Commitment to OHS&R legislation and regulations in the workplace</p>	<p><u>Employees responsibilities</u></p> <ul style="list-style-type: none"> • Follow all written instructions on safety measures and procedures. • Use equipment and assistive devices and wear Personal Protective Equipment, or clothing that is required by your employer. • Report any hazard detected in the workplace immediately to your supervisor. • Report any accident/incident/injury/near miss occurring in the workplace immediately to your supervisor. • Attend training sessions as required by your employer. • Communicate and contribute to the OHS consultative organization established within the workplace. • Employees are not to misuse or disable anything done or provided for safety. • Report to the Supervisor any equipment failure/faults, problems with procedures. <p><u>Supervisors/ Line Managers/ Team Leaders</u></p> <ul style="list-style-type: none"> • Take precautions to protect employees' and patients' health, safety and welfare. • Provide employees with written and verbal instructions on the measures and procedures that are to be followed in the workplace. • Ensure that employees under your control use the assistive devices, or wear the equipment/personal protective equipment or clothing that is required by the employer or the Act, and follow safe work practices. • Ensure that employees, under your control, work in a manner and with personal protective, measures and procedures required by the employer, the Act and applicable Regulations. • Advise employees under your control of potential or actual hazards and take all possible actions to treat these hazards. • Investigate any accident/incident/injury/near miss occurring in the workplace and implement corrective action. • Arrange and ensure attendance of your employees at training sessions to protect their health, safety and welfare. • Consult and communicate with employees on a regular basis on all matters affecting health and safety in the workplace. • Attend training in OHS management and rehabilitation management.

	<ul style="list-style-type: none">• Report to more senior management any OHS matters that are outside your scope of control, authority or knowledge.• Seek assistance of OHS/risk management staff when needed.• Implement DoH and NRAHS policies and programs within scope of control and authority.• Ensure that all equipment is maintained in good order and is suitable for the purpose for which it is used.• Ensure that all equipment, assistive devices, materials and personal protective equipment provided are used as prescribed.
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UNIT: SPECIFIC DUTIES

Insert unit specific requirements

Eg: mental health act
ACORN Standards

The preceding information is an accurate statement of the duties, responsibilities and requirements of this position.

SUPERVISOR:

(Signature)

DEPARTMENT HEAD:

(Signature)

DATE:

I have read and understand the requirements of the position as described in this Position Description.

EMPLOYEE NAME:

SIGNATURE:

DATE:

DATE COMPILED: January 2002

DATE REVIEWED: