

Position Description

Position Title	Associate Nurse Unit Manager, Patient Services
Position Number	30100209
Division	Clinical Operations
Department	Surgical Services
Enterprise Agreement	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 - 2028
Classification Description	Associate Nurse Manager Year 1 – 2
Classification Code	YW11 – YW12
Reports to	Nurse Unit Manager, Patient Services
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Clinical Operations Division

The Clinical Operations Division encompasses acute, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's (including an Early Parenting Centre) areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment covering the Loddon Mallee region. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

The Patient Services Team

The team is part of Bendigo Health's Surgical Services Department.

The team supports the organisation by managing elective surgery and providing support for the management of patients coming into Bendigo Health for Elective Surgery.

The team provides support and information to patients being admitted who, in many cases are concerned and unsure of hospital environments and may have coinciding other appointments relating to this scheduled surgery.

Patient Services comprises of the following areas:

- Bookings** - for all elective admissions, bed allocation for elective patients, theatre session allocations and management of the public waiting list

- Admissions** - to process the admission information of all elective and non-elective patients not requiring treatment in the Emergency Department

- Pre-admission clinic** - responsible for the pre-admission assessment of patients prior to elective surgery

- Non-emergency patient transport** – provide clerical support to the organisation for all non-emergency patient transport

The Position

Managers at Bendigo Health are an integral part of the health care service team, providing leadership and direction to a dedicated staffing group.

A manager at Bendigo Health should have, or aspire, to, the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Associate Nurse Unit Manager – Patient Services will assume responsibility for planning and co-ordination of the patient to facilitate timely access for patients requiring elective surgery.

The Associate Nurse Unit Manager – Patient Services is an integral part of the health care service team, providing assessment, management and education of patients pre-operatively.

Within Bendigo Health this role works closely with the surgical speciality teams, Pre-Admission Liaison Nurse, Patient Services Nurse Unit Manager and key stakeholders.

The Associate Nurse Unit Manager provides clinical and administrative management of the team in the absence of the Nurse Unit Manager and actively supports the organisations values and strategic direction.

They act to support cooperative working relationships within the broader team and interdependent professional groups. The Associate Nurse Unit Manager acts as a professional and clinical role model for other staff.

Responsibilities and Accountabilities

Key Responsibilities

Education and counselling for patients regarding surgery and hospitalisation so they are prepared for their operation and hospital stay.

Liaise closely with other Elective Surgery Waiting List Liaison Nurses, consultants and anaesthetists.

To encourage and support a philosophy of care, which is patient focused where care is integrated from pre-admission to post-discharge

Responsible for planning and coordination of the patient for elective surgery

Liaison with the multi-disciplinary team is maintained to facilitate timely access for patients requiring elective surgery

Managing appointments ensuring that patients are notified in a timely manner and that the complexity of patients are allocated a date for surgery according to need

Ensure patients are treated within Category times as set down by the Elective Surgery Access Guidelines

Work collaboratively with theatre staff

Planning of elective surgery to suit the best outcome for the patient and hospital, which entails communicating between parties such as Consultants, Theatre and Anaesthetics.

Undertake the full range of clerical activities associated with management of patients on the Elective Surgery Waiting List. Compilation of theatre lists with attention to session times, avoiding overruns and category times.

Development of policies, procedures and guidelines

Provide leadership and act as a positive role model to all staff.

Refer relevant and important issues to the NUM or other health care team members.

Support the NUM in ensuring the unit's business plan is developed, implemented, monitored and evaluated.

Provide responsible management of human, financial and environmental resources within the unit in collaboration with the NUM.

Ensure effective levels of communication and positive working relationships, both with staff within the unit, community based professional colleagues and with other internal departments.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Current registration as a Registered Nurse with AHPRA (Australian Health Practitioner Regulation Agency) with previous experience in a health care leadership or management position.
2. Demonstrated clinical knowledge and skills relevant to patients being booked for elective surgery
3. Good understanding of the Victorian Public Health system; in particular the clinical and quality requirements for care delivery.
4. Demonstrate an understanding of the organisations Health Information Management System at the level required to fulfil the role.
5. Demonstrated superior interpersonal negotiation skills with a strong customer focus.
6. Aligns team with the organisational values and goals through effective people management and modelling.

Desirable

7. Demonstrated understanding of the application of the elective surgery access guideline
8. Understanding of elective surgery access indicators

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.