

POSITION DESCRIPTION

NSLHD - Nurse Unit Manager (Level 3)



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Nurse Unit Mgr Lvl 3
State Award	Public Health System Nurses & Midwives (State) Award
Category	Nursing & Midwifery Nurse Unit Manager
Website	www.nslhd.health.nsw.gov.au/

PRIMARY PURPOSE

Who we are: We are a health service that touches thousands of lives across the Northern Sydney Local Health District, together as a team of like-minded people. We are passionate, driven and have the skills and knowledge to care for our patients whilst creating the best services possible. Our teams have meaningful, interesting and rewarding work everyday. We challenge and nurture each other, sharing our knowledge and experience so that we can deliver better care for everyone. There's a real sense of belonging here because we value and respect our patients, employees, and teams' voices. You'll feel a real privilege being a trusted caregiver in our patients, their families, their carers, and our communities' lives.

The NSLHD Nursing and Midwifery Workforce will be compassionate, competent, confident, contemporary, capable and committed to leading person-centred health care.

The Nurse Unit Manager (NUM) will manage a unit or ward in order to provide a quality standard of care to NSLHD Patients.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL CRITERIA

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

You must ensure you abide by the NSW Health Code of Conduct, this includes supporting, cultivating, and participating in a respectful work culture without aggression, sexual harassment, discrimination and racism. You are encouraged to speak up if you observe or experience inappropriate work place behaviours. NSLHD supports [diversity](#)

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[and inclusion](#) and these principles should be applied when interacting with our patients and work colleagues.

KEY ACCOUNTABILITIES

Patient Care Co-Ordination and the Practice of Nursing

The Nurse Unit Manager (NUM) will lead, direct and co-ordinate care in the ward or unit they are responsible for. This will be achieved through managing patient flow and ensuring rosters are developed to support the delivery of excellent patient care. The NUM will facilitate collaborative teams in the delivery of patient care, attending ward rounds with multidisciplinary team members where appropriate and leading discussions with doctors, nurses, midwives and allied health professionals. The incumbent will use patient and carer feedback to inform patient care service delivery. The NUM will enable a culture of enquiry and questioning regarding the provision and practice of nursing. The incumbent will establish and maintain the use of evidence based practice in the delivery of nursing care. The incumbent will adhere to all Australian Nursing and Midwifery Council, NSWHealth and NSLHD Policies and Procedures.

Nursing Staff Management and Leadership

The NUM will be an exemplary role model for the professionals of nursing, maintaining a high level of communication and establishing relationships and trust within the ward or unit. This will be achieved through ensuring up to date performance reviews for staff, nurturing talent and enabling participation. The NUM must maintain an awareness of broader professional and health care issues and activities, participating in the professional association. The incumbent must inspire and support others to achieve their potential and enable others to achieve a shared vision.

Ward/Unit Management

The NUM will ensure the human, physical and financial resources of the ward or unit are managed, in collaboration with relevant subject matter experts, to deliver safe and efficient health care within available resources. The incumbent will utilise problem solving skills in relation to issues within the ward or unit. The NUM will monitor and maintain a safe environment for patients, staff and visitors, in collaboration with the relevant subject matter experts.

KEY CHALLENGES

- Managing all aspects the ward or unit to ensure high quality patient care is delivered through the efficient use of resources.
- Managing the ward or unit in a fiscal manner which ensures appropriate use of resources and meeting the budget allocation.
- Managing a busy and varied workload with competing demands and priorities.

KEY RELATIONSHIPS

Who	Why
Management	To report day to day tasks and any issues.
Nursing and Allied Health Staff	Communication purposes, to provide support, information and guidance.
External Non-Government Agencies	To share information.
Patients, Families and Carers	Education, to delicately provide updates and information.

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SELECTION CRITERIA

1. Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.
2. Registered Nurse-Division 1 with Australian Health Practitioner Regulation Agency (APHRA) AND Relevant management tertiary qualification OR equivalent work experience, OR a combination of study and work experience; and demonstrated commitment to professional development.
3. Demonstrated ability to work both independently and in a team environment.
4. Demonstrated ability to lead, manage and support a clinical team.
5. Demonstrated excellence in written and verbal communication skills and computer literacy in Microsoft Applications, roster management systems and electronic medical records.
6. Demonstrated knowledge and/or experience in change management and initiating a new service delivery model within an established service.
7. Evidence of and commitment to patient/customer focussed care, clinical governance and quality improvement.

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CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity and Inclusion	Adept
	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Adept

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity□ • Identify and explain ethical issues and set an example for others to follow□ • Ensure that others are aware of and understand the legislation and policy framework within which they operate□ • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions □ • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of others are focused on achieving organisational outcomes□ • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Finance	Adept	<ul style="list-style-type: none"> • Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures • Understand the impacts of funding allocations on business planning and budgets□ • Identify discrepancies or variances in financial and budget reports, and take corrective action • Know when to seek specialist advice and support and establish the

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<p>relevant relationships</p> <ul style="list-style-type: none"> • Make decisions and prepare business cases, paying due regard to financial considerations
<p>People Management Manage and Develop People</p>	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes□ • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams□ • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members□ • Seek feedback on own management capabilities and develop strategies to address any gaps□ • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on team performance in line with established performance development frameworks
<p>People Management Manage Reform and Change</p>	Adept	<ul style="list-style-type: none"> • Support teams in developing new ways of working and generating innovative ideas to approach challenges • Actively promote change processes to staff and participate in communicating change initiatives across the organisation • Provide guidance, coaching and direction to others who are managing uncertainty and change • Engage staff in change processes and provide clear guidance, coaching and support • Identify cultural barriers to change and implement strategies to address these□

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Job Demands for: NSLHD - Nurse Unit Manager (Level 3)

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials</p> <p>Frequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Frequent</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Occasional</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Occasional</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Occasional</p>
<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Occasional</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Occasional</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Occasional</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Occasional</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Frequent</p>



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<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Occasional</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Frequent</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Occasional</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Occasional</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Frequent</p>	

Sensory Demands

<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Occasional</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Frequent</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Constant</p>	

Psychosocial Demands

<p>Distressed People - e.g. emergency or grief situations</p> <p>Frequent</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Occasional</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Occasional</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Occasional</p>
<p>Exposure to Distressing Situations - e.g. child</p>	

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abuse, viewing dead/mutilated bodies	
Occasional	

Environmental Demands	
<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Occasional</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Occasional</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Not Applicable</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Occasional</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Infrequent</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>
<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Infrequent</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Infrequent</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Not Applicable</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Occasional</p>