



Position Title: Associate Nurse Unit Manager

Location: Queen Elizabeth Centre, 53 Thomas Street, Noble Park

Reports to: Nurse Unit Manager, Residential Services

Our Vision: QEC's vision is for our children to get the best start in life.

QEC Values:

- Respect: We respect the feelings and beliefs of others
- Teamwork: We listen to, acknowledge and accept others in our team
- Integrity: We approach others with fairness, honesty and openness
- Excellence: We strive for excellence and quality in everything we do
- Resilience: We are positive in our approach to all challenges

INTRODUCTION

Formed in 1917, QEC is Victoria's largest provider of residential and community based Early Parenting Services. We deliver a variety of different programs to more than 3,800 families annually - directly and in partnership with government and NFP partners across Metropolitan and Regional Victoria.

QEC is a 42 bed public hospital and community service organisation. We provide residential, inpatient services at our Noble Park site. We also proudly support families with in-home and community based services across metropolitan Melbourne and regional Victoria.

QEC promotes the safety, wellbeing and inclusion of all children. We advocate for child-focused and family-centred practices underpinned by a philosophy that family is the principal source of care for children, offering services and programs that are culturally relevant and accessible to all clients.

Many families face a variety of challenges that impact on their ability to nurture and support their young children. QEC programs are research-informed and tailored to meet the unique needs of each family and enable families to nurture, protect and enhance their children's, safety, health and development. With locations across Victoria including Noble Park, Wodonga, Preston, Dandenong, Carrum Downs, Bairnsdale and Morwell, QEC employs approximately 140 staff including Maternal and Child Health Nurses, Midwives and General Nurses, a Medical Practitioner, Social Workers, Mothercraft Nurses and Early Childhood Educators.

POSITION SUMMARY

Location

The role of Associate Nurse Manager (ANUM) is based at QEC, 53 Thomas Street, Noble Park.

Details

Hours Rotating roster includes day and afternoon shifts. May be offered occasional night shifts when permanently appointed After Hours ANUMs are on leave.

Agreement Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2016-20

Reporting Relationships

Reports to: Nurse Unit Manager, Residential Services

Supervises: Early Parenting Practitioners. Senior Early Parenting Practitioners, Maternal Child Health Nurses, Registered Nurses, Registered Midwives, Enrolled Nurses, A&I Clinicians, other allied Health staff, students.

Internal liaisons: Nurse Unit Manager, After Hours ANUMs, PASDS Case Coordinators, Residential Staff, Corporate staff, Executive team, Clinical and Organisational Development team, Area Managers and Community staff.

External liaisons: Families
Department of Health and Human Services
Maternal and Child Health Services
Other Early Parenting Centres
Other Stakeholders

Role Profile

The Associate Nurse Manager (ANUM) is a valued and integral member of the Queen Elizabeth Centre's residential leadership team. Working directly under the Nurse Unit Manager, the ANUM is responsible for leading and supporting QEC's multidisciplinary team in ensuring the delivery of the highest quality care and support for children and families engaged in the residential and day programs.

The ANUM works competently within their scope of practice to deliver and lead safe, evidence based person-centred care to achieve optimal outcomes for all children. The ANUM is also responsible for coaching, role modelling, mentoring, and managing clinical staff to ensure optimal outcomes for all children.

The ANUM role effectively manages the day to day operation of their allocated Program Area on the residential unit. If rostered to work after hours or weekends, an ANUM will work and be paid in accordance with the After Hours ANUM Position Description and After Hours Coordinator pay classification in the Agreement.

There are a number of Residential Program Areas based at Noble Park, therefore ANUM rostering ensures that each of the following three program areas have an ANUM rostered each shift as required over a 24 hour period.

Program Area 1

Residential Parenting Assessment and Skill Development Service (PASDS)

This is an intensive skills development and parenting assessment program for families with children aged 0-4 years, referred by Department of Health and Human Services (DHHS – Child Protection). The program is delivered within a set framework for a 10 day duration.

An ANUM is rostered to cover each shift to support the full 10 day program.

Program Area 2

The Residential Program offers an intensive style of support and care for families who are experiencing complex difficulties with their young children aged 0-4 years. The residential stay is on average 5 days, and families are provided with practical support, education and advice whilst staying at QEC.

An ANUM is rostered to cover each shift to support the full 5 day program.

Program Area 3

Day Stay, Play Steps, Assessment and Intake, Admission and Discharge

The Day Stay program offers families with young children aged 0-4 years, support and education to deal with a range of parenting issues, offered once a week.

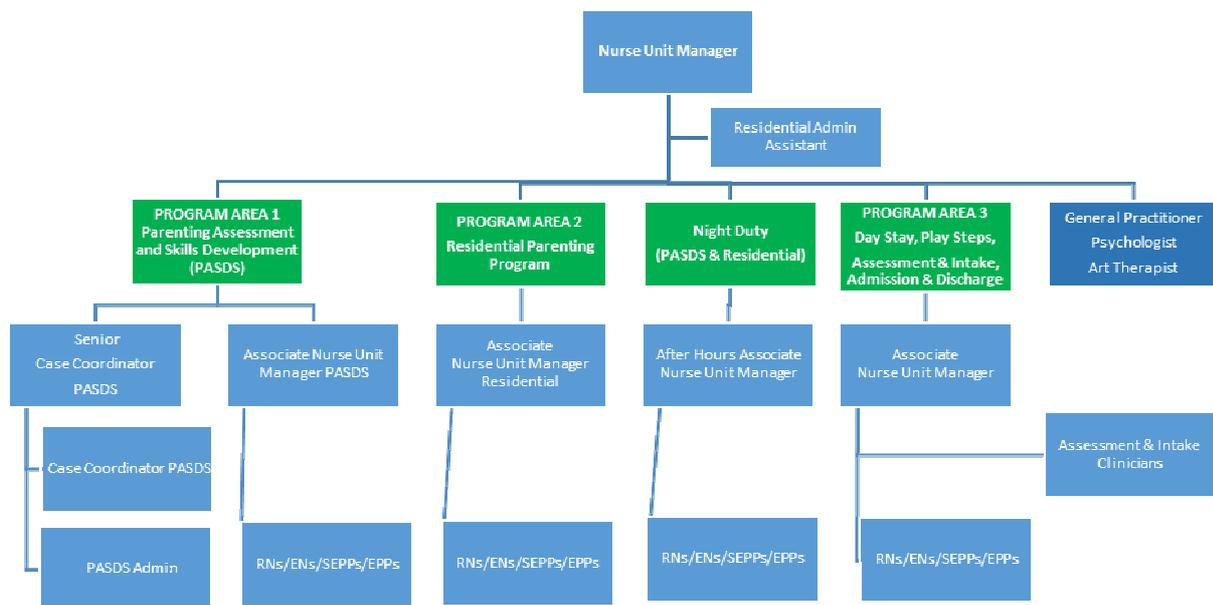
Playsteps is a facilitated play group running for 3 hours for 8 weeks per program, with 4 programs offered annually.

Assessment and Intake is staffed Monday to Friday and offers clinical advice and referral processing.

Admission and discharge activities are critical components of effective client engagement and care.

An ANUM is rostered to support these programs Monday to Friday 8-4.30pm.

Organisational chart – ANUM Roles



Position Responsibility

Clinical

- Carry out practice in accordance with code of ethics, professional standards and legislation by maintaining current knowledge and competence within the scope of the position.
- Compliance with mandated requirements ensuring child safety and wellbeing at all times.
- Promotes nursing care that upholds the rights of the clients in relation to privacy and confidentiality.
- Provide safe, quality and clinically effective child and family health nursing in partnership with families.
- Demonstrate a knowledge of evidence-based practice that informs QEC's Model of Care and practice framework.
- Identify and manage actual or potential risks to children according to QEC Policy and Procedures and legislative requirements.
- Ensure the safety of clients/families, staff and visitors in relation to the provision of a safe environment from OHSES and Infection Control perspectives.
- Engage with internal and external professionals, disciplines, and/or family stakeholders to enhance family goal achievement following discharge.
- Integrate cultural sensitivity and respect in all communications and interactions.
- Support the Clinical and Organisational Development Team in the implementation of QEC's Workforce Development Program and other staff development initiatives.
- Ensure familiarity and support of organisational accreditation requirements.
- Experienced at conducting group education sessions to families and staff.
- Maintain accurate documentation according to medico legal requirements.

Leadership

- Implement a continuous cycle of assessment and evaluation of care and family and child action plans in accordance with family need, legislation, QEC's Policies and Procedures, Model of Care and Values.
- Demonstrate excellent interpersonal and communication skills, working effectively with individuals, groups and as a member of a multi-disciplinary team, facilitating practice change and resolution skills.
- Role model supportive behaviours for staff and colleagues and promote a workplace culture reflective of QEC Values.
- Reflect on self and practice and identify areas for personal and professional growth.
- Work collaboratively with the NUM and Clinical and Organisational Development Team, to meet the learning needs/gaps of clinical staff.
- Maintain constant awareness of the potential for harm, report problems and incidents, rectify unsafe practice and strengthen resources to protect clients, staff and others from harm.
- Develop a culture within QEC which encourages and recognises high performance, builds leadership capabilities and supports staff to maximise their value, health and wellbeing.
- Support the NUM in addressing staff support requirements, performance management matters, outstanding mandatory training and other compliance activities.
- Lead implementation of quality improvements and new initiatives that focus on optimising the client experience and outcomes.
- Model the implementation of QEC practice guidelines (Framework, Model of Care, clinical procedures).
- Act as a role model in the adoption of a customer service focus for internal and external clients.
- Contribute towards QEC health service accreditation and quality activities.

Operational Management

- Actively support the NUM with strategic, operational and workforce planning.
- Monitor staff workloads - ensuring staff are appropriately skilled and experienced, well supported and engaged with wellbeing practices, including Reflective Practice.
- Work closely with NUM, Clinical Staff and Quality Manager in ensuring all risks, incidents, near misses and client feedback are investigated and addressed in a timely manner.
- Support the Clinical and Organisational Development Team in the implementation of QEC's Workforce Development Program
- Manage emergency situations and respond to codes appropriately.
- Complete performance appraisals as directed by NUM, establishing staff development plans and facilitating performance appraisals
- Ensure that the handover, a critical part of service delivery, is delivered effectively and in a timely manner.
- Ensure a high level of clinical documentation from reporting staff.
- Participate in the Residential, ANUM meetings and other QEC and external forums as required.

Key Selection Criteria

Essential Criteria	
<ul style="list-style-type: none"> • Div 1 Registered Nurse and specialty (Midwife, Mental Health, Paediatrics) • Up-to-date theoretical knowledge of family and child health, development and parenting. • Ability to work in partnership with parents/carers to enhance their parenting capacity. • Demonstrated experience in leading a multidisciplinary team • Demonstrated understanding of contemporary theoretical approaches that underpin working with families experiencing vulnerability. • Understanding of the legislative requirements that guide all decision making and service delivery for vulnerable and at-risk children and families. • Relevant knowledge of OHSES and infection control principles 	<ul style="list-style-type: none"> • Current AHPRA registration • Current Working With Children Check • Consent to undertake National Police Record Check • Current Australian Work Rights • Evidence of current immunisation status
Desirable Criteria	
<ul style="list-style-type: none"> • A further graduate qualification in Maternal and Child Health Nursing 	<ul style="list-style-type: none"> • A further graduate qualification in Paediatric nursing or Psychiatric nursing with experience on mother and baby units preferred
Personal Attributes	
<p>Integrity - Operates in a manner that is consistent with the organisation's code of conduct. Builds trust through consistent actions, values and communication. Treats all sensitive information with utmost confidentiality.</p> <p>Self-Confidence- Reflects on their actions in a balanced way.</p> <p>Organisational and Time Management Skills – Reliable and punctual. Manages own work time effectively and prioritises work tasks, seeking advice when needed.</p> <p>Customer Focus- Committed to delivering high quality outcomes for clients</p>	<p>Empathy and Cultural Awareness - Communicates well with, relates to and sees issues from the perspective of people from a diverse range of culture and backgrounds. Respect and value the traditional owners.</p> <p>Relationship Building- builds trust through consistent actions, values and communication</p> <p>Team work- Accommodates and works well with the different working styles of others</p> <p>Flexibility- accepts changed priorities without undue discomfort</p>

Other Information

- A pre-employment medical assessment may be required upon request
- The Victorian Public Sector Code of Conduct applies to all staff
- QEC is a smoke free workplace
- The QEC closes for the period of Christmas/New Year and it is a requirement that all relevant staff take annual leave at this time.
- Current Victorian drivers' licence

PERFORMANCE APPRAISAL

1. Where a new employee is appointed to this position, a performance review will be scheduled prior to the end of the 6 month probationary period.
2. Formal reviews are conducted at least yearly. Performance is monitored against the key skill requirements and capabilities as detailed in this position description and performance goals identified in the performance development process.

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I understand that the information and statements in this Position Description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date: _____

For further information, please contact QEC People & Culture 03 9549 2777 or peopleandculture@qec.org.au