

Position Description

Position title:	Associate Nurse Unit Manager
Department:	Neonatal Services
Classification:	Associate Unit Manager Year 1 - Year 2 (YW11- YW12)
Agreement:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 – 2028)
Reporting to:	Nurse Unit Manager & Directors – Neonatal Services

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About the department/unit

The Newborn Intensive Care Unit (NICU) is one of five tertiary referral centers in Melbourne, dedicated to providing specialized care for premature and critically ill newborns across Victoria. Each year approximately 1,600 premature and medically vulnerable infants are admitted.

Neonatal Services plays a vital role in education and training at local, national and international levels, supporting healthcare professionals in enhancing their neonatal expertise. The unit is actively engaged in research programs that contribute to long-term follow-up care of high-risk infants. The Women's NICU is a 59-bed facility, with the capacity to flex up to 62 beds when needed. It consists of 27 level 5 and 6 cots, 32 Level 3-4 cots. The unit follows a Family Integrated Care Model, fostering collaboration between families and healthcare professionals. This approach empowers parents to become confident, knowledgeable, and independent primary care givers.

Position purpose

The AUM's primary responsibility is to the operational requirements of NICU, leading the delivery of efficient, effective and well planned care to babies and their families.

The AUM will work collaboratively with the Nurse Unit Managers to provide day to day leadership and management of the NICU team ensuring a positive and professional environment.

The AUM is a role model and clinical resource person in the provision of care for babies and their families within the NICU. The AUM is rostered to be in charge of each shift to manage the service area and to provide clinical supervision and care coordination to the inpatient service.

All AUM's will have the opportunity to act for the Nurse Unit Manager's as delegated during periods of their absence and support the Nurse Unit Managers to provide overall administrative and clinical management of the service

Key responsibilities

Clinical Leadership / Operational Management

- Demonstrates integrity, upholds professional standards and acts with respect and fairness to others
- Advanced Clinical Skills: Providing Clinical leadership and support for nursing staff and families in NICU.
- Provide Clinical leadership recognising the subtle health status changes of deteriorating patient.
- Provides feedback, instruction and guidance to colleagues and collaborates as part of the leadership team
- Allocates staff, maintains the appropriate skill mix and level of supervision to promote high quality, consistent and safe care.
- Communicates and liaises with Access Manager/After Hours Manager to maintain safe unit conditions.
- Escalates issues appropriately within the organisation and identifies resources and supports.
- Provides an immediate and appropriate response to all relevant emergency situations

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- Accepts line management responsibility for maintain quality patient care for all babies and their families.
- Develop your team – help your team members set performance goals, and then track results and evaluate performance effectiveness
- Works professionally, safely and effectively, in accordance with RWH Clinical Practice Guidelines (CPGs), policies and procedures and other applicable statutory requirements.
- Collaborates with medical staff in a timely and effective manner for the provision of care.
- Assesses, plans, implements and evaluates care as a key member of the multidisciplinary team to optimise the care of the newborn and facilitate access and flow.

Staff Management and Clinical Support

- Provide coaching – engage with your staff in developing and committing to their plan that targets specific behaviours, skills or knowledge needed to ensure performance improvement
- Provide a visible leadership presence in your clinical area and promote multidisciplinary team work by assigning tasks and decision-making responsibilities to individuals or teams. Provide staff with clear boundaries, expectations, support and follow-up
- Facilitates team goals and supports and encourages staff to work within their scope of practice to maximise effectiveness
- Participates in staff assessment and review
- Actively provides prompt and appropriate feedback to all staff and reports performance issues to the Nurse Unit Managers
- Assists in completion of professional development plans and performance management as directed by the Nurse Unit Managers
- Acts as a clinical resource to staff
- Ensures staff are familiar with hospital standards, guidelines policies and procedures and that operational performance meets these requirements.
- Provides clinical assistance to nursing staff when required, including attending high risk admissions
- Ability to troubleshoot equipment problems
- Demonstrate leadership and be a clinical resource to the junior staff including the Enrolled Nursing staff and students.
- Acts as a role model, provides constructive learning experiences, acts as a mentor and provides appropriate direction and supervision of staff and students as required.

Portfolio Management

- Accept responsibility and management, in consultation with the Nurse Manager, for running of a designated portfolio and management of team of nursing staff.
- The AUM takes responsibility for a specific management portfolio as designated by the Neonatal Nurse Management Team. This may include, but not limited to management activities related to rostering, staffing, budget, recruitment, leave liabilities, scope of practice, performance appraisals, OH&S, quality of care/performance indicators.
- A portfolio will be assigned to the AUM upon appointment and changes in these portfolios will be determined by the Nurse Unit Managers.

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Safe practice and environment

- Cooperate with the RWH Quality and Safety team on various quality improvement activities. Make operational decisions by securing relevant data to identify key issues and trends that impact patient care and day to day operational outcomes
- Address the concerns and complaints of women, their families, team members and other hospital departments to ensure that the quality of the service improves; hold yourself and others accountable for providing a positive patient experience; use appropriate techniques to resolve difficult patient situations and regain their confidence
- Assists in the performance of audits, surveys etc. required by the hospital.
- Supports the unit to meet accreditation standards.
- Maintain knowledge and ability to perform the role of Floor / Zone Warden in case of fire / evacuation
- Contribute and commit to a culture that promotes gender equity, respect and a safe working environment and have an understanding of violence against women and family violence issues.
- Has an RWH email address and routinely accesses / utilises email for team communication.
- Assists in identifying and communicating Key Performance Indicators

Research and training

- Participates in the development of policies, procedures, protocols and guidelines that identify evidence based best practice
- Promotes research in line with the units' operational plan
- Commits to personal ongoing professional development and ensures all mandatory training and competency requirements are met
- Identifies opportunities for management development including acting up into the Nurse Unit Manager role
- Promotes staff participation in formal and informal education and professional development opportunities.

Practice improvement and Service development

Service Planning

- Engages in the identification and promotion of service development opportunities.
- Practices good change management to facilitate implementation of service improvements
- Facilitate change by identifying and supporting the implementation of new practices within your Team which maximise continuity of care within the hospital, lead the implementation and acceptance of change within the workplace
- Establish an action plan for self and others to complete work efficiently and on time by setting priorities, establishing timelines and ensuring staffing levels and skill mix are maintained across the continuum.

Ensures the unit is a safe and health working environment

- Ensures all staff have access to individual or peer debriefing as they require
- Ensure all staff are aware of and adhere to hospital policies, procedures and guidelines which maintain occupational health and safety

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- Maintain knowledge and ability to perform the role of Zone Warden in the event of fire/evacuation.

Information and data management

- Use of the Electronic Medical Records (EMR) system

Incidents and complaints (VHIMS)

- Ensures all incidents / near misses are identified, investigated (where appropriate) and reported, they are used to promote reflection, and learning within a supportive environment underpinned by a no-blame philosophy. Ensure that the implementation of strategies that provide a resolution of identified risks. Ensure the Neonatal Nursing Management Team is informed.
- Participate in the prevention, investigation and incident reporting system (VHIMS)
- Ensure the implementation of strategies that provide a resolution of identified risks

Stakeholder relationships

- Liaise and develop effective relationships with internal and external key stakeholders
- Represent NICU at internal and external committees/meetings as delegated by the Unit Manager.

Communication and advocacy

- Clearly conveys information and ideas to maintain lines of communication and information exchange within the multidisciplinary team
- Listens to others and considers ideas and opinions respectfully
- Respects the needs of patients, visitors and staff and maintains a professional approach in all interactions.
- Ensures appropriate documentation and communication.
- Builds professional, respectful relationships with colleagues in all areas and professions of the hospital
- Ensures documentation supports good communication and meets medico legal requirements
- Manages and investigates escalated patient issues or complaints including immediate management of behaviour that does not meet ensuring safe patient care or a positive workplace.
- Follows through immediate management of the issue in consultation with the Unit Manager. Provides colleagues with feedback and addresses issues in a timely, respectful way
- Participates in conflict resolution (in accordance with hospital policy).

Resource and Logistics Management

- Identifies staffing requirements for proceeding shifts and mobilisation of extra resources required
- Identifies and provides resources required to ensure staff can work safely
- Liaises with hotel services, supplies, biomedical engineering and other hospital personnel regarding the physical environment and equipment.
- Ensures that staff roster and allocations remain within the planned budget

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Key Performance Indicators (KPI's)

Key performance measures are how you will be measured as meeting the responsibilities of the position listed above. These will be set with you as part of your Performance Development plan within the first six months of your appointment to the position.

Measurable results that can be referred to in the Performance Development Program and link to Key Result Areas include;

- Holding a defined portfolio/project with planned activity and outcomes.
- Identifiable participation in National Standards Accreditation process and unit audit process
- Achievement of service and personal professional developments identified in PDP
- Completed professional development plans for nursing staff

As per

- Nurses and Midwives (VICTORIAN PUBLIC SECTOR) SINGLE INTEREST EMPLOYER AGREEMENT 2024-2028
- AHPRA registered
- RWH NICU/SCN 12 hour Shift Rostering Agreement

Key selection criteria

Experience/Qualifications/Competencies – Essential Criteria

- Registered Nurse and or Registered Midwife – APHRA registered
- Post Graduate Neonatal Nursing qualification or equivalent
- Previous Management experience
- Demonstrated ability to plan, prioritise and time manage.
- Demonstrated experience working effectively / collaboratively within a multidisciplinary team.
- Demonstrated excellent communication and interpersonal skills
- Well-developed written / electronic communication skills including PGP development.
- Understanding of and commitment to the RWH strategic direction, and relevant PGPs
- Commitment to ongoing professional development
- Flexible approach to problem solving
- Excellent time management and prioritising ability
- Exercise discretion in behaviour with all parties
- Flexible approach when dealing with all stakeholders in the different pathways
- Advocates for babies and their families
- Able to adapt in situations of high stress
- An understanding of diversity
- Competent computer literacy including use of a PC, mouse, keyboard, standard Microsoft office software
- Family Focused

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Attributes

- Is committed to a multidisciplinary team approach and values / supports collaboration by a range of professionals in providing care to meet the individual needs of the baby and family.
- Has a passionate interest in neonatal medicine and management. Is passionate about leading and developing the neonatal nurses of the future.
- Understands the impact of social determinants on health and wellbeing.
- Promotes and supports customer service / involvement and family-centred care.
- Able to balance competing and conflicting priorities.
- Is open and approachable and able to act as a resource to all staff.
- Has a commitment to clinical and managerial leadership
- Has a professional demeanour.
- Is committed to ongoing professional development, and continually identifies professional development goals and pursues opportunities for learning, whilst also acknowledging the right of the hospital to designate certain educational sessions as compulsory
- Values reflective practice/ clinical supervision and accesses support, assistance, advice and debriefing as required.
- Embodies the Women's values of courage, passion, discovery and respect
- The AUM will lead by example and demonstrate professionalism by; Membership in professional organisations or associations / networking with other professionals internal and external to the hospital
- Aware and conversant with PGP, best practice
 - Read relevant journal articles.
- Participate in on going professional development i.e. conferences, coursework etc.

Organisational relationships

Internal relationships

- Directors – Neonatal Services
- Nurse Unit Managers
- Nurses / Midwives
- Clinical Nurse Educators & Clinical Support Nurse
- Clinical Operation Support
- Patients and Families
- All RWH departments and Clinic

External relationships

- PIPER
- Level 1-5 Nurseries
- The AUM will support the Nurse Unit Managers in the management of the staff directly reporting to this position. This includes:
 - All Nursing staff
 - Administration Staff
 - Equipment Nurse(s)
 - Ward clerk
 - Patient Service Attendants

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Additional Information

The position description will be subject to periodic review in accordance with service requirements.

- Number of staff: N/A
- Reporting Directly: N/A
- Reporting indirectly: 200+
- Total EFT: N/A
- Budget Responsibility: 0

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Prolonged / Constant
Sitting – remaining in a seated position to complete tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Frequent
Walking – floor type even, vinyl, carpet,	Frequent
Lean forward/forward flexion from waist to complete tasks	Occasional
Trunk twisting – turning from the waist to complete tasks	Occasional
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting/crouching – adopting these postures to complete tasks	Rare
Leg/foot movement to operate equipment	Occasional
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Constant
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	Rare
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Occasional
– moderate push / pull forces 10 – 20 kg	Rare
– heavy push / pull forces over 20 kg	Rare
Reaching – arm fully extended forward or raised above shoulder	Occasional
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers/hands	Occasional
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Constant
Hearing – use of hearing is an integral part of work performance	Constant
Touch – use of touch is integral to most tasks completed each shift	Constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Constant
Problem solving issues associated with clinical and non-clinical care	Constant
Working with distressed people and families	Occasional
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Occasional

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Definitions used to quantify frequency of tasks/demands as above

Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

Employee awareness and responsibilities

- Be aware of and work in accordance with Hospital policies and procedures, including:
 - Code of Conduct
 - Confidentiality
 - Data Accountability Framework
 - Infection Control
 - Occupational Health and Safety
 - Patient Safety
 - Performance Development Management
 - Respectful Workplace Behaviours
 - Risk Management
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Our vision is a future free from violence in which healthy, respectful relationships are the norm. The Women's expect all staff to contribute to a culture that promotes gender equity, respect and a safe working environment.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to Victorian women.
- Data integrity is an essential element of clinical and corporate governance and a key performance indicator for the Women's. The management of data influences and directly affects patient care, patient decisions, and ultimately the quality and reputation of our service delivery.

As a consequence all staff are responsible and accountable to ensure that (within their area of work):

- Data recording and reporting, (including RWH external reporting) is timely, accurate (i.e. error free) and fit for purpose
- Data management system policies and control processes are complied with on all occasions
- Where data issues and/or problems become apparent these matters are immediately referred and reported to supervisors/managers.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for the Royal Women's Hospital to undertake a national Police check
- The Women's expects staff to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
- Contributes to a positive and supportive learning culture and environment for health professional students and learners at all levels

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Vaccination requirements

As this role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct
- Health Practitioner Regulation National Law Act (2009)
- Registration with Australian Health Practitioner Regulation Agency (AHPRA)
- Drugs, Poisons and Controlled Substances Regulations 2006

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: May 2025

Developed by: Nurse Unit Managers

Date of next review: May 2026

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