

## Position Description

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<b>Position title:</b>	<b>Neonatal Care Manager</b>
<b>Department:</b>	<b>Neonatal Services</b>
<b>Classification:</b>	<b>YW11 – YW12</b>
<b>Agreement:</b>	<b>NURSES AND MIDWIVES (VICTORIAN PUBLIC SECTOR) SINGLE INTEREST EMPLOYER AGREEMENT 2024-2028</b>
<b>Reporting to:</b>	<b>Nurse Unit Managers &amp; Directors – Neonatal Services</b>

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### 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 specialised care for premature and critically ill newborns across Victoria. Each year approximately 1,600 premature and medically vulnerable infants are admitted.

Beyond clinical care, the Neonatal Service 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 various research programs, including those that contribute to long-term follow-up care of high-risk infants.

The Women's NICU is a 59-bed unit. It consists of 27 level 5-6 cots, and 32 level 3-4 cots. There are additional care spaces to provide some flexibility depending on patient mix, acuity and needs (i.e. isolation, procedures and 'rooming in'). The team works within a Family Integrated Care (FiCare) Model, fostering collaboration between families and healthcare professionals. This approach empowers parents to become confident, knowledgeable and independent primary care givers.

## Position purpose

The NICU Care Manager is responsible for delivering a coordinated and family-integrated care experience throughout the entire NICU admission. This role ensures that infants and their families receive safe, efficient, and well-organised care by managing resources, facilitating multidisciplinary collaboration, and maintaining clear, consistent communication across clinical and community services.

A core function of the role is to plan, organise, and oversee the transfer and discharge of infants, ensuring all clinical requirements are completed and that families are fully informed, supported, and prepared for the next stage of care. This includes transitions to home, community-based services, or other hospitals. By building strong networks within the hospital and across external agencies, the Care Manager promotes continuity of care and smooth transitions. Through proactive engagement with families, the Care Manager supports parents as active partners in their infant's care, helping them understand the care plan and confidently navigate the journey beyond the NICU.

## Key responsibilities

### Clinical practice

- Coordinate a safe, efficient, and well-organised care experience for infants and their families throughout the entire NICU admission.
- Manage available clinical and support resources effectively to ensure high-quality, safe care.
- Facilitate communication and collaboration across the multidisciplinary team to support consistent, integrated care delivery.
- Liaise with Nurse Unit Managers to support efficient coordination of care and optimise patient flow.
- Encourage staff engagement in achieving unit goals and positive outcomes for families during admission, transfer, and discharge.
- Coordinate and oversee all aspects of infant transfer and discharge, ensuring clinical readiness, completion of required tests, and accurate documentation.
- Liaise with medical, nursing, and allied health staff within the NICU and broader organisation to support early discharge or transfer to postnatal wards, HITH, or Level 3–5 special care nurseries.
- Communicate with receiving hospitals to ensure continuity of care and smooth transitions.
- Ensure parents are informed of transfer or discharge plans, including dates, times, and required preparations.
- Support parents and families to develop the skills and confidence required to care for their infant following discharge.
- Confirm completion and documentation of all relevant investigations, discharge summaries, and clinical handover requirements.
- Coordinate with neonatal transport teams and ambulance services as required.

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- Engage with the Neonatal HITH team and Maternal & Child Health services to support post-discharge follow-up.
- Introduce the Care Manager role to families, provide contact information, and maintain ongoing communication regarding the infant's care plan.
- Discuss anticipated care pathways, discharge planning, and transfer processes with families, ensuring they understand and feel supported.
- Identify the appropriate receiving hospital for transfer and ensure all arrangements are completed.

### **Communication and teamwork**

- Communicate effectively with all members of the multidisciplinary team to ensure shared understanding of the infant's needs, care plans, and responses to treatment.
- Participate actively in ward rounds, multidisciplinary team meetings, and toolbox meetings to support coordinated decision-making and continuity of care.
- Collaborate with medical, nursing, and allied health staff to facilitate timely discharge planning, transfer arrangements, and ongoing care coordination.
- Maintain strong working relationships with internal and external stakeholders, including social work, maternal and child health services, pastoral care, lactation consultants, physiotherapy, occupational therapy, speech pathology, home oxygen services, postnatal wards, and other relevant services.
- Liaise with Maternal and Child Health Nurses regarding infant progress, follow-up needs, and any emerging concerns.
- Provide clear, consistent, and compassionate communication to families, ensuring they understand the care plan, transfer processes, and available supports.
- Promote a collaborative team culture that values shared problem-solving, open communication, and respect for diverse professional roles.

### **Quality, safety and improvement**

- Promote a culture of safety by ensuring all care coordination, transfer, and discharge processes comply with organisational policies, clinical guidelines, and regulatory requirements.
- Monitor and support adherence to best-practice standards in neonatal care, ensuring infants receive safe, timely, and appropriate interventions.
- Ensure all documentation related to admission, transfer, and discharge is accurate, complete, and compliant with clinical and organisational standards.
- Identify risks or barriers to safe care delivery and escalate concerns promptly to the appropriate clinical or managerial leads.
- Participate in quality improvement activities, audits, and reviews to enhance care pathways, discharge processes, and communication systems.
- Contribute to incident reporting processes by recognising, documenting, and communicating safety events or near misses in accordance with organisational procedures.
- Support continuous improvement by collaborating with multidisciplinary teams to refine workflows, strengthen communication, and optimise patient outcomes.
- Maintain up-to-date knowledge of neonatal safety standards, transfer protocols, and relevant legislation to ensure safe and effective practice

### **Learning and development**

- Maintain up-to-date knowledge of neonatal care practices, transfer protocols, and relevant legislation to ensure safe and effective care coordination.
- Engage in ongoing professional development activities, including education sessions, workshops, and competency updates relevant to neonatal care and care management.

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- Participate in organisational training programs to support continuous improvement in communication, teamwork, and clinical coordination.
- Contribute to the education of staff, students, and colleagues by sharing knowledge, promoting best practice, and supporting learning within the multidisciplinary team.
- Reflect on clinical practice and care coordination processes to identify opportunities for growth and improved outcomes.
- Support the implementation of new policies, procedures, and evidence-based practices within the NICU and related services.
- Collaborate with leaders and educators to identify learning needs and participate in initiatives that enhance service quality and staff capability.

### Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

### Key selection criteria

#### Experience/qualifications/attributes

##### Essential:

- Registered Nurse/Midwife Division 1, Grade 2.
- Postgraduate Neonatal Nursing qualification (or equivalent).
- Extensive post-graduate experience within Neonatal Services.

##### Desirable:

- Experience in care coordination, discharge planning, or transition-of-care roles within neonatal or paediatric services.
- Demonstrated understanding of family-integrated care principles and their application in the NICU environment.
- Experience working across multiple clinical areas or with external health and community services.
- Additional postgraduate qualifications in leadership, education, or care management.
- Proven ability to contribute to quality improvement initiatives and service development.
- Confidence in navigating complex family dynamics and supporting families with diverse needs.
- Strong skills in negotiation, conflict resolution, and collaborative problem-solving.

### Organisational relationships

#### Internal relationships

- Clinical Directors – Neonatal Services (Nursing & Medical)
- Nurse Unit Managers
- Associate Unit Manager
- Neonatal Hospital in the Home (NHITH)
- Maternity Services
- PNHITH – postnatal in the home service
- Social Work
- Lactation Consultant
- Physiotherapist
- Occupational Therapist
- Speech Therapists
- Patient Representative

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## External relationships

Royal Children's Hospital specialists (e.g., Haematology, Palliative Care)

- Royal Children's Hospital HENS and Home Oxygen Therapy teams
- Maternal and Child Health Services: Government Departments / Other Health

Providers

- General Practitioners
- Department of Health and Human Services – Victoria
- Other External Hospital Services
- External Breastfeeding Services

**Direct reports:** 0

**Indirect reports:** 0

**Budget responsibility:** 0

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## 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.

<b>Physical demands</b>	<b>Frequency</b>
<b>Shift work</b> – rotation of shifts – day, afternoon and night	Rare
<b>Sitting</b> – remaining in a seated position to complete tasks	Frequent
<b>Standing</b> - remaining standing without moving about to perform tasks	Frequent
<b>Walking</b> – floor type even, vinyl, carpet,	Frequent
<b>Lean forward/forward flexion from waist</b> to complete tasks	Occasional
<b>Trunk twisting</b> – turning from the waist to complete tasks	Occasional
<b>Kneeling</b> – remaining in a kneeling position to complete tasks	Rare
<b>Squatting/crouching</b> – adopting these postures to complete tasks	Rare
<b>Leg/foot movement</b> to operate equipment	Occasional
<b>Climbing stairs/ladders</b> – ascending and descending stairs, ladders, steps	Rare
<b>Lifting/carrying</b> – 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
<b>Push/pull of equipment/furniture</b> – 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
<b>Reaching</b> – arm fully extended forward or raised above shoulder	Occasional
<b>Head/neck postures</b> – holding head in a position other than neutral (facing forward)	Rare
<b>Sequential repetitive actions in short period of time</b>	
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers/hands	Occasional
<b>Driving</b> – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
<b>Sensory demands</b>	<b>Frequency</b>
<b>Sight</b> – use of sight is integral to most tasks completed each shift	Constant
<b>Hearing</b> – use of hearing is an integral part of work performance	Constant
<b>Touch</b> – use of touch is integral to most tasks completed each shift	Constant
<b>Psychosocial demands</b>	<b>Frequency</b>
<b>Observation skills</b> – assessing/reviewing patients in/outpatients	Constant
<b>Problem solving</b> issues associated with clinical and non-clinical care	Constant
<b>Working with distressed people and families</b>	Constant
<b>Dealing with aggressive and uncooperative people</b>	Occasional
<b>Dealing with unpredictable behaviour</b>	Rare
<b>Job demands</b> – high workload, tight deadlines, and competing priorities	Rare
<b>Exposure to traumatic or distressing content or situations</b> – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events.	Occasional
<b>Role specific considerations</b> Support is available for staff exposed to psychological risks. Any adjustments that may be required can be discussed with your manager.	Not Applicable
<b>Definitions used to quantify frequency of tasks/demands as above</b>	
<b>Prolonged/constant</b>	70 – 100 % of time in the position
<b>Frequent</b>	31 – 69 % of time in the position
<b>Occasional</b>	16 – 30% of time in the position
<b>Rare</b>	1 – 15% of time in the position

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### **Employee awareness and responsibilities**

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

### **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.

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### **Declaration**

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

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**Developed date:** Jan 2026

**Developed by:** NUM

**Date of next review:** (12 months from now)

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