

POSITION DESCRIPTION

Position Title	Nurse Manager
Reports to (Title)	Nurse Director
Executive Director	Executive Director of Nursing
Department	
Position Location	All sites
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	L4

Position Summary & Role Purpose

The Nurse Manager accepts responsibility for professional nursing/midwifery advice, leadership, governance, standards of practice of nurses and midwives within their clinical area.

The Nurse Manager uses clinical knowledge and management experience/skills to provide leadership and operational direction to his/her ward/unit /department. He/she is accountable for the delivery of nursing care within the defined scope of practice; outcomes of patient care delivery; professional development of staff; and the efficient and effective management of human, financial and material resources within the Delegations of Authority.

In addition, the Nurse Manager contributes to the effective deployment of the Cabrini Strategic Plan in his/her area of responsibility as well as continually working to improve patient care delivery, nursing practice and takes an active role in the management of the occupational health and safety of the work environment.

The Nurse Manager furthers the Cabrini mission, values and vision as well as demonstrates the values of compassion, integrity, courage and respect by role modelling the Behaviours that Matter.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and management

- Leading and developing a highly performing team
- Undertaking financial budgeting and management based on delegations of authority and within a culture of due diligence
- Ensuring utilisation of permanent, casual and agency nurses do not exceed agreed FTE and financial targets
- Ensuring the agreed attraction, recruitment, retention and performance management strategies for nurses are implemented and monitored
- Developing and maintaining effective working relationships with Nurse Directors, Nurse Managers, organisational departments and services
- Managing patient complaints and concerns in conjunction with the Manager of Customer Relations and Nurse Director
- Holding a contemporary professional practice portfolio containing professional development evidence commensurate with the level of autonomy, authority and influence of the role
- Ensuring hospital policies, procedures and protocols are implemented to support and improve practice outcomes and are monitored.

1.2 Operational Responsibilities

- Integrating contemporary information, research evidence and benchmarking with personal knowledge and experience to support executive level decision making
- Monthly reporting against agreed Nurse Manager Key Performance Indicators
- Quality Board – enable the agreed quality indicators are displayed in ‘real time’
- Timely Riskman review – follow up management in accordance with the policy
- Quality and Business Plan – develop annually and updated quarterly
- Improvement opportunity templates – complete following audit schedule and communicate with team
- Mandatory education – monitor staff compliance to achieve 100%
- Staff engagement survey – write plan post survey/review quarterly
- Provide leadership and support to staff undertaking continuous quality improvement activities.

1.3 Resource Management

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter

1.4 Contributes to the achievement of professional expertise for self and direct reports through:

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini performance management framework
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

2. Work Health and Safety

Cabrini is committed to providing work environments which are physically and psychosocially healthy and safe for all employees, contractors, volunteers, students, patients, residents, customers and visitors.

All employees are personally responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions.

Employees shall comply with and apply the processes defined in the Cabrini Work Health and Safety Management System. This system enshrines a risk management approach to all work health and safety issues, including a structured method for controlling (eliminating or minimising) work health and safety risks.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive, Executive Directors, managers, those with specified work health and safety responsibilities and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients and residents. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

Organisational Relationships

The Nurse Manager:

- Reports directly to the relevant Nurse Director/Director of Nursing and Patient Experience
- Maintains a close collaborative working relationship with the human resources, mission integration, education, infrastructure and allied health personnel.

Committee Membership

The Nurse Manager will participate as a member of the following committees:

- Relevant external committees as a representative of Cabrini
- As directed by the Nurse Director/Director of Nursing and Patient Experience

Staff Development

The Nurse Manager will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating on performance reviews in accordance with Cabrini policy

Key Competencies

The Nurse Manager must demonstrate the following requirements:

ESSENTIAL

Educational/Vocational

- Relevant postgraduate qualifications

Registration

- Current APHRA

Experience

- Experience as a leader or manager in nursing
- Experience in leading services or organisations through times of change
- Experience in ward / unit / department leadership and management models.

Knowledge

- Sound understanding of the requirements of the *Nurses Act 1993 (Vic)* and the ANMC National Competencies
- Knowledge and understanding of Commonwealth and State legislation and accreditations
- Knowledge of the Cabrini Mission, Values and Vision
- Knowledge of the application of private health care funding models to nursing

Desirable

Educational/Vocational

- Masters level qualifications in nursing, health, business administration and/or related discipline

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that Matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Approved: *C. Gallagher* 1-9-17
 Executive Director People & Culture Date

Authorised: *L. Boyd* 24/8/17
 Executive Director Nursing and Cabrini Institute Date