



Job Description Form



Community | Compassion | Quality



Integrity | Equity | Curiosity



Position Title

Position number: CH617782

Nurse Unit Manager

WA Country Health Service State Health Operations Centre

The State Health Operations Centre (SHOC) focuses on improving the coordination and efficiency of patient flow services and establishing new functions to manage the demand on emergency departments and ease system pressures. SHOC aims to improve the patient experience and outcomes by providing system-wide situational awareness and oversight of demand pressures to highlight issues and facilitate a coordinated response where required.

About the WA Country Health Service

Our Strategic Priorities



Our Values

Community

We live and work in country communities. We are invested in the health, wellness and viability of country communities and the vibrancy, diversity and future of country WA.

Compassion

We are inclusive, respectful, and considerate. We care deeply about the people in our care and country communities.

Quality

We provide safe, high-quality care, constantly striving to innovate, improve and achieve trust in our care.

Integrity

We bring honesty, collaboration and professionalism to everything that we do.

Equity

We are passionate about fairness in healthcare for all Western Australians, especially the most vulnerable and disadvantaged people and communities.

Curiosity

We continually enquire and seek to understand, using the best evidence, insight and research to improve care.

Our Vision

To be a global leader in rural and remote healthcare.

Our Mission

To deliver and advance high quality care for country WA communities.

Directorate overview

The SHOC will bring together key functions from across the health system to operate in greater coordination and synergy to manage safe and efficient patient flow. These functions include patient transport services; call taking, triage and dispatch (St John WA); virtual emergency care; and establishing situational awareness of demand and pressure across health service providers and St John WA by ensuring collective system-wide access to data, analysis and predict analytics capability.

The SHOC will also facilitate quick stand up of an incident management or health emergency operations centre as required.

Our Directorate actively supports and encourages diversity and inclusion across all occupational groups through the development and implementation of initiatives aimed at accessing and improving employment and mentoring opportunities for all people.

Position Details

Position Number:	CH617782	Registration Date:	September 2023
Classification:	SRN Level 4	Location:	Central Office
Award / Agreement:	Nurses and Midwives Agreement		
Organisational Context:	State Health Operations Centre		

Position Overview

The Nurse Unit Manager provides leadership and direction to the multidisciplinary team of the WA Virtual ED. The position is accountable for improving and maintaining standards, developing solutions and delivering outcomes consistent with service and organisational imperatives and targets. As a key leader the Nurse Unit Manager will ensure that the unit meets the requirement for delivery of a patient centred service against key performance indicators: quality, budget and human resource. The position provides clinical expertise and clinical leadership for the WA Virtual ED services to relevant internal and external customers.

Reporting Relationships

Responsible to:

Director of Operations
Position number: CH617772
HSO Level G-14



This position:

Nurse Unit Manager
Position number: CH617782
SRN Level 4



Positions under direct supervision:

Administrative Assistant CH617784 HSO Level G-3
Clinical Nurse CH617778 RN Level 2



Other positions reporting to this position:

Medical Director (TBC) MP Year 1 – 9
Administrative Assistant (TBC)



Key Duties/Responsibilities

1. Leadership and Management

- 1.1. Provides a single point of accountability for management leadership within the WA Virtual Emergency Department (WAVED).
- 1.2. Provides an expert consultancy service for a broad range of stakeholders, internal and external to the Unit.
- 1.3. Responsible for the management of the allocated/available budgets
- 1.4. Develops and implements business plans and strategies in partnership with the System Improvement Unit to facilitate effective utilisation of human, allocated financial and physical resources within the clinical unit, division and organisational priorities.
- 1.5. Recruits, selects and facilitates orientation to new staff as necessary.

2. Clinical Leadership

- 2.1. In collaboration with the System Improvement Unit holds clinical accountability within the unit.
- 2.2. Facilitates the provision of advanced and complex patient care within the area of speciality working in a leadership role with the interdisciplinary team members and external providers.
- 2.3. Provides leadership to nursing, medical, allied health professionals and patient support services within and external to the WAVED Unit.
- 2.4. Allocates staff mix according to analysis of clinical needs promoting optimal use of available resources within best practice guidelines.

3. Governance, Safety and Quality

- 3.1. Ensures as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 3.2. Actively engages in quality improvement initiatives.
- 3.3. Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 3.4. Adheres to the performance framework for procurement and contract management and oversees and promotes to other staff this process and function in accordance with WACHS Policy and the Delegations and Authorisations Schedule.
- 3.5. Completes mandatory training (including safety and quality training) as relevant to role.
- 3.6. Performs duties in accordance with the WACHS Vision and Values, WA Health Code of Conduct, Mental Health Act, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, Office of the Chief Psychiatrist, WA Health, and WACHS policies and procedures.

4. Information, Communication and Technology

- 4.1. Maintains excellence in interpersonal skills and leadership to engage and guide the multi-disciplinary team and external customers to deliver effective patient care in relation to area of speciality.
- 4.2. Maintains open and collaborative communication with relevant key stakeholders demonstrating advanced written and verbal skills.
- 4.3. Responsible for addressing patient complaints ensuring compliance with legal requirements governing WACHS.
- 4.4. Provides a public relations function for the area including investigation and management of Nursing ministerial enquires.
- 4.5. Works with information management systems, records and provides relevant information and statistical data as required, and ensures reporting staff meet information recording and reporting requirements.



5. Professional Accountability

- 5.1. Practices in accordance with the Nursing and Midwifery Board of Australia – Code of Conduct and all other relevant legislation, standards and policies.
- 5.2. Participates in professional development including professional supervision, performance management, further education and training and keeping up to date with new developments in nursing care practice.
- 5.3. Provides clinical supervision to nominated nursing personnel.

6. Research, Performance and Innovation

- 6.1. Undertakes research, analysis, and assessments in relation to the planning and provision of health services and prepares detailed planning and implementation strategies, reports, papers, documents, and correspondence.
- 6.2. Analyses relevant research to determine clinical and management trends, initiates and implements best practice that supports the delivery of evidence based clinical care and management in area of speciality.
- 6.3. Through strategic planning, monitors the internal and external environment and influences to ensure that nursing services, and other services under area of responsibility are able to meet the changing needs of the health care industry.
- 6.4. Provide leadership and facilitate change consistent with WACHS strategic direction and plans.
- 6.5. Develops, implements and evaluates education and training programs.

7. Other

- 7.1. Other duties as required.



Work Related Requirements

The following criteria are to be read together with the Brief Summary of Duties and considered in the context of the WACHS Values.

Essential

1. Eligible for registration in the category of Registered Nurse by the Nursing and Midwifery Board of Australia.
2. Demonstrated advanced leadership skills including experience with finance and resource management with clinical knowledge and skills in Emergency Nursing.
3. Highly developed verbal, written, interpersonal and negotiation skills, including the ability to liaise and consult with people in a variety of contexts.
4. Well developed conceptual, analytical, and evaluation skills, including the ability to provide innovative solutions to complex and sensitive problems.
5. Demonstrated commitment to self-development and the review and development of the performance of team members.
6. Demonstrated significant knowledge & application of research & best practice principles and an experience undertaking activities utilising the quality review cycle and aligned with the National Safety and Quality Health Services Standards.
7. Current knowledge of legislative and regulatory requirements in the areas of Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment, people management and service delivery

Desirable

1. Possession of, or significant progression toward the attainment of a post graduate qualification in health leadership, management or administration or other relevant area of specialty.

Appointment Pre-requisites

Appointment is subject to:

- Evidence of current registration by the Nursing and Midwifery Board of Australia must be provided prior to commencement.
- Provision of the minimum identity proofing requirements
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Health Assessment
- Successful WA Health Integrity Check

WA Country Health Service –
Central Office

14 September 2023
REGISTERED

