



## West Wimmera Health Service Position Description

<b>Position:</b>	<b>Community Nursing Manager</b>
<b>Location:</b>	Based at Nhill but may be required to work across all sites as mutually agreed upon
<b>Reporting to:</b>	Executive Director Community Health
<b>Division:</b>	Community Health
<b>Award:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020 – 2024
<b>Level:</b>	Dependent on skills, qualifications and experience as per Award

### Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service (WWHS). We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

**Our Purpose – *Great care, every person, every time.***

### **Our Strategic Goals**

#### ***Our people – Inclusive, Respectful, Productive***

To be a great place to work where everyone contributes and everyone belongs.

#### ***Our Care - Safe, Effective, Innovative***

To fully embrace new technologies and processes that 2 enable world class rural healthcare.

#### ***Our Community - Connected, Informed, Healthy***

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

#### ***Our Future - Environmentally Responsible, Economically Secure***

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align 4 the service's operations with established ESG principles.

## Our Values



### TOTAL CARE

Delivering care that is safe, effective and person-centred, always.



### SAFETY

Providing a safe workplace and services free from avoidable harm.



### UNITY

Working well together in a great place to work.



### ACCOUNTABILITY

Doing the right thing by our stakeholders and ourselves.



### INNOVATION

Using our imagination - if there's a better way we will find it.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

## Position Relationships:

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> <li>• Executive Director Community Health</li> <li>• Executive Management Team</li> <li>• Director of Nursing and Nurse Unit Managers</li> <li>• Maternal and Child Health Nurse</li> <li>• Community Health Nurses</li> <li>• Community Nurses</li> <li>• Multicultural Worker</li> <li>• Allied and Community Health staff</li> <li>• Minyip Community Health Centre Staff</li> <li>• Murtoa Community Health Centre Staff</li> <li>• Goroke Community Health Centre Staff</li> <li>• Diabetes Education Staff</li> <li>• Allied Health Staff</li> </ul>	<p>Community Health funding bodies including:</p> <ul style="list-style-type: none"> <li>• Commonwealth Home Support Program (CHSP)</li> <li>• Home and Community Care Program for Young Persons (HACC-PYP)</li> <li>• DHHS funded Community and Women's Health Program (CWH)</li> <li>• Primary Health Network (PHN) Chronic Conditions Model of Care program (CCMC)</li> <li>• Traffic Accidents Commission (TAC)</li> <li>• National Disability Insurance Agency (NDIS)</li> <li>• Department of Veteran Affairs (DVA)</li> <li>• Commonwealth Department of Health</li> <li>• Wimmera Primary Care Partnership</li> <li>• Sector Development Team – Community Nursing</li> <li>• Language loop</li> </ul>

## Position Overview:

Community Nursing Manager role is responsible for the day to day clinical and operational oversight of the West Wimmera Health Service Community Health Nursing programs, in particular Community Nursing (District Nursing), Community Health Nursing, Refugee Health Nursing, Diabetes Educator Services and daily operations of Minyip, Murtoa and Goroke Community Health Centres.

The Community Nursing Manager is responsible for ensuring co-ordination of community nursing programs which deliver high quality and safe services based on best practice guidelines which meet all legislative and regulatory requirements, and which are responsive to local need.

The role is accountable for effective stakeholder engagement, including with clients/participants, families,

carers and significant others as well as external providers, funding and regulatory bodies.

The Community Nursing Manager is required to work collaboratively with senior management to ensure a strategic approach to service development, promotion, viability and sustainability.

**Key responsibilities:**

- Clinical and operational oversight of service delivery in relation to Community Health Nursing, Diabetes Educator Staff and Minyip, Murtoa and Goroke Community Health Centre, including staff.
- Using a risk-based approach, ensure service provision is delivered safely and to a high standard, in line with the WWHS values and relevant evidence-based, best practice and regulatory guidelines.
- Oversee recruitment in conjunction with the People and Culture Team, orientation and supervision of the above community-based nursing staff, ensuring staff only work within their scope of practice and that any additional staff training needs are identified and addressed appropriately and in a timely manner.
- Implement and assist with change management processes as required and take a positive approach to meet the standard required and the strategic objectives of WWHS.
- Liaise with internal and external stakeholders to promote WWHS in its local communities and beyond.
- Facilitate staff meetings – organize agenda and staff meeting minutes for all relevant meetings and record meeting minutes.
- Form and manage relationships across the organisation, working with multi-disciplinary teams to establish workforce and individual capacity that fosters high level performance, standards compliance and continuous improvement.
- Maintain professional and appropriate communication in a range of contexts, using a variety of techniques to elicit and provide information when working with clients and colleagues.
- Undertake professional learning and growth relevant to the role.

**Statement of duties:**

**Professional Practice:**

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to best practice guidelines and standards/legislation relevant to the role (such as Aged Care Quality Standards and NDIS National Standards) and actively promote compliance to any such guidelines, standards and legislation.
- Oversee the administrative and rostering systems for community-based services in the above areas of responsibility, ensuring processes are in place so that staff are only rostered to shifts where they have been adequately oriented to client needs (including shadow shifts where required) and which are within their scope of practice.
- Ensure processes are in place so that staff clearly understand and work within their scope of practice and can recognize, respond to and escalate changes in the client's condition.
- Identify any additional training needs of staff (beyond mandatory education) and support staff with accessing appropriate and relevant training and professional development.
- Ensure effective processes are in place for document management so that all client files, care plans and any alerts are up to date and accessible by all relevant staff.
- Ensure documentation meets the necessary standards of practice and requirements under relevant legislation.
- Ensure staff professional registrations are current.
- Facilitate regular team meetings as well as providing individual supervision for all direct reports and ensuring there is clear supervision and performance review processes in place across the division.

- Ensure policy and procedures are adhered to by all staff, are maintained, meet contemporary practice, and are reviewed regularly and as required.
- Advise and assist with policy & procedures development that is relevant to community nursing practice.
- Effectively manage the resources within program areas, meeting budget requirements.
- Manage and monitor program performance to ensure targets are met and data integrity is maintained.
- Seek opportunities to enhance the client/consumer experience through teamwork and care planning.
- Seek alternative funding opportunities to enhance services to clients/consumers.
- Attending all required staff meetings and training, both internally and externally.
- Take an active role in networking and professional organisations, to ensure WWHS maintains a high level of visibility optimising the public profile of WWHS participation.
- Work in accordance with West Wimmera Health Service's Code of Conduct and the NDIS Code of Conduct and demonstrate commitment to the Service's core values.
- Complete required education to maintain professional registration/s.
- Treat others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; and the improvement of outcomes on an on-going basis. Maintain confidentiality and recognise the rights, dignity and independence of all people.
- Work with clear objectives in a transparent manner; accept responsibility for decisions and actions; seek to achieve the best use of resources; and submit to appropriate scrutiny.
- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, NDIS National Standards, and Aged Care Standards) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Recognise, respond and escalate changes in the patient's condition.
- Perform other duties delegated as reasonably required by Community Operations Manager or Executive Director Community Health.

#### **Quality, Safety and Risk Management:**

- Ensure you are aware of the West Wimmera Health Service's emergency procedures.
- Ensure compliance at all times, with mandatory education competencies completed by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Management.
- Actively participate in relevant accreditation processes.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.

#### **Communication:**

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other team members, customers, volunteers) and WWHS management staff.

- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.
- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.
- Provide frank, impartial and timely advice to the organisation; high quality services to the organisation and the community; and identify and promote best practice.

### **Key Selection Criteria:**

#### **Essential:**

1. Registered Nurse qualification with current APHRA registration.
2. At least 5 years' experience working in a clinical and/or clinical supervision role.
3. Previous experience in a leadership role.
4. Effective time management and organisational skills.
5. Excellent communication (written and verbal) and interpersonal skills, including the ability to prepare and deliver education to patients, families and staff.
6. Experience and understanding of issues specific to provision of services in rural and remote areas.

#### **Desirable:**

1. Management Qualification
2. Competence in using Pay Global, Polixen, UNITI, OPAL/ BOSSNET.
3. Experience in the disability and/or aged care field.

#### **Pre Requisites:**

1. NDIS Worker Screening Clearance
2. Working with Children Check
3. Fully vaccinated for COVID-19 as per current Department of Health Directive.
4. Flu Vaccination
5. Australian Driver's License

#### **Internal Direct Reports:**

- Minyip, Murtoa & Goroke Community Health Centre staff
- Community Nursing Staff
- Diabetes Team Leader

#### **Appraisal:**

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

## Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

<b>Authorised By:</b> Executive Director of Community Health
<b>Name:</b> Rhys Webb
<b>Signature:</b> <span style="float: right;"><b>Date:</b></span>

<b>Position Incumbent Name:</b>
<b>Signature:</b> <span style="float: right;"><b>Date:</b></span>

Developed April 2024