

Position Description

Position Title:	Nurse Unit Manager –Coronary Care Unit (NUM Level 3)
Reports To:	Head of Theatre
Position Summary:	The Nurse Unit Manager of the Coronary Care Unit manages the day-to-day activities of the Unit which includes the allocation of staff according to the patient population. The role also ensures that quality, evidence based practice and a cost effective service are delivered within a safe patient and team environment.
Qualifications/Key Selection Criteria	
Essential:	<ul style="list-style-type: none"> • Current registration with the Australian Health Practitioner Regulation Agency • Tertiary qualifications in Critical Care Nursing • Experience nursing all Cardiac patient groups – angiographic, medical, surgical • Previous Nursing Management experience • Demonstrated leadership skills • Commitment to ensuring a quality environment in the areas of workflow, patient care and risk management
Desirable:	<ul style="list-style-type: none"> • Experience within the private health sector.
Key Performance Criteria (e.g.: Leadership / Problem Solving / Conflict Resolution / Customer Service / Leadership / Administration)	
<p>a) Leadership</p> <ul style="list-style-type: none"> • Strong leadership skills, taking the initiative in resolving issues/problems • Problem solving in the position will relate primarily to stakeholder management, ensuring that multiple people with different agendas are working efficiently to the same end. • The occupant of this position will be expected to operate with limited guidance and will be expected to make a significant contribution to the development of strategy as well as its implementation. 	
<p>b) Customer Service</p> <ul style="list-style-type: none"> • Maintains good customer relations • Ensures competency • Service concerns are addressed in a timely manner • Motivated and committed contributor • Effective team-player 	
<p>c) Technical skills and application</p> <ul style="list-style-type: none"> • Ensures that the daily allocation of work for nursing and associated staff in Coronary Care is commensurate with their abilities and scope of practice • Ensures that the allocation is accurately documented and checked in Roster On System • Ensures all computer technology in the department is utilised to its full capability by all staff • Organises staff complement in a planned and systematic way ensuring that rostering reflects the skill mix and profile needs of the unit • Uses systems available to allocate work ensuring quality patient care • Ensures new staff have appropriate support and preceptoring, and provides opportunities for skill enhancement of staff • Adopts a consultative approach within a multi-disciplinary work environment • Develops and implements contingency plans to address unexpected or emergency situations that may arise in this area of responsibility • Ensures new staff complete mandatory competencies within three months of employment • Ensures all staff comply with hospital policies and procedures 	

- Ensures that incidents are reported and addressed in a timely manner
- Usage of the Macquarie University Hospital's IT systems is in line with the authorisation granted to this position – please refer to the IT policy for further information on access levels.

c) Personal and Professional Development

- Continually develops both personally and professionally to meet the changing needs of career and industry
- Attends all mandatory training sessions provided by the Hospital and is actively involved in other training and development as required
- Actively participates in the Performance & Development Management process as required
- Evaluates own performance to identify strengths and areas where professional development can occur
- Assists staff in completing annual competency training
- Develops effective networking opportunities with other health professionals

d) Teamwork and Communication

- Practices according to the aims, objectives and core values of Macquarie University Hospital
- Demonstrates a willingness to work positively within a team to achieve team goals and the provision of excellence in care/service delivery
- Demonstrates and practices effective verbal, non-verbal and written communication skills and actively develops good listening skills
- Provides the opportunity for the development and growth of others

e) Continuous Improvement

- Demonstrates a commitment to quality improvement and takes an active role in the ISO Certification process to meet ISO9001 standards incorporating Core Standards and Quality.
- Initiates and contributes to quality activities
- Participates in and contributes to occupational health and safety activities to ensure a safe work environment for clients, community, staff and visitors
- Complies with each and every policy and procedure relevant to this position to ensure the effective and safe operation of the hospital and the welfare and interests of all employees.
- Complies with obligations under Section 30 of the Workplace Health and Safety Act (1995).

f) Administration and Documentation

- Ensures that all documentation is accurate and completed in a professional and timely manner
- Ensures incidences are reported accurately and in a timely manner
- Reviews and evaluates reported incidents and manages risk as per policy
- Evaluates performance in a planned and systematic way and seeks feedback from customers in relation to the service delivered by the unit.

Key Performance Indicators

- a) Demonstrated professional/positive behaviour
- b) Rosters reflect unit activity and staff requirements
- c) Rosters are completed 2 weeks prior to commencement
- d) Completes unit probationary and annual performance appraisals
- e) Manages unplanned turnover <5%
- f) Manages absenteeism at <3%
- g) Manages agency usage at <3%
- h) Responds and reports on incidents within 2 hours of incident
- i) Monitors and reviews incidents/injury rates
- j) Monthly KPI report is completed 2 business days after results are released
- k) Annual mandatory education compliance is >95%
- l) Participates in ACHS self assessment, periodic review and accreditation
- m) Departmental audits are completed and submitted to the Head of Theatre on the first business day of the month.

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Position No:	Author Title:	Author Name:	Date:	Approved By:	Approval Date:
1065	Head of Theatre	Moira McLoughlin	2/12/09	HR	30/7/10