

# Position Description

Position Title	Nurse Unit Manager - Specialised Dementia Care Program
Position Number	30010716
Division	Community and Public Health Services Division
Department	Residential Services
Enterprise Agreement	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employer) Enterprise Agreement 2024-2028
Classification Description	Nurse Unit Manager Level 2 Grade NM3
Classification Code	NM11
Reports to	Director of Nursing – Gibson Street Group
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

# Community and Public Health Services Division

The Community and Public Health Services Division has a primary focus on improving the health outcomes of the communities in our region. With a range of local and regional programs supporting place-based health promotion, prevention, care and support, they work collaboratively with other Divisions and regional partnerships and networks to support quality outcomes. The Division has a strong leadership role in the Loddon Mallee Region and is committed to ensuring processes are in place to deliver on our services.

The Division provides support for the Public Health Unit, Community Services, Aged Care Residential Services (200+ residents), Infection Prevention & Control and Public Private Partnership (PPP) and has key roles in public health, inclusive of health promotion and prevention, Aboriginal Services, vaccination/testing clinics, infection control practices, Bendigo Hospital maintenance, carer support and community nursing.

In addition, the Community and Public Health Services Division holds the professional portfolio of Chief Nursing and Midwifery Officer. Nurses are the largest work group within Bendigo Health and the position is focused on supporting our nursing workforce to feel valued and empowered.

## Residential Services

Bendigo Health's Residential Services provides accommodation for 265 older residents of Bendigo and surrounding areas who require low and high level care. Also known as hostels and nursing homes, our facilities are spread over multiple campuses:

- Gibson Street Complex is located at 26 Gibson Street, Bendigo. It includes
  - Joan Pinder Nursing Home with 60 beds
  - Stella Anderson Nursing Home with 60 beds
- Simpkin House, is located at 6 Gibson Street, and consists of 30 aged person mental health residential service beds and the opening of 9 Specialised Dementia Care Program beds, in March 2025
- Golden Oaks Complex is located in Stoneham Street, Golden Square. It includes:
  - Golden Oaks Nursing Home with 60 beds
  - Carshalton House with 45 beds.

The Residential Services team provide high quality of care in all our residential care facilities. Our homes accommodate and care for some of the most vulnerable older people in our community. The team strives for service excellence through innovation and constantly monitoring our care standards and seeking to do things better.

## The Position

This role works with the Director of Nursing Gibson Street Group (DON) to deliver care services in the Specialist Dementia Care Program (SDCP) funded by the Australian Government Department of Health and Aged Care. The SDCP offers temporary care with a goal to stabilise and reduce a person's behavioural symptoms with a supported transition into a less intensive care setting.

## Key Responsibilities

- Assume management responsibility for the SDCP unit.
- Liaise with all staff acting as resource for staff, facilitating and promoting quality resident care.
- Provide clinical leadership and act as a positive role model to all nursing staff.

- Complete the six monthly SDCP program Performance Reports as required for SDCP KPI's and guidelines.
- Assist the DON with any projects or reports that may be necessary. Ensure the necessary reports are completed and the DON are informed.
- Ensure the facility is appropriately staffed for each shift by maintaining rosters, recruitment and the payroll system (Kronos) with the right staffing mix to meet the residents and the SDCP unit's requirements.
- Ensure and promote safe, recreational, person-centred, psychosocial, goal-orientated care, supporting residents to promote rehabilitation and build on their capabilities in an interdisciplinary environment with the aim of transitioning out following stabilisation.
- Ensure completion of all clinical documentation including residents' assessments, care plans, behaviour support plans, risk assessments, clinical monitoring and the resident of the day process are completed.
- Ensure the management and completion of complex management plans, adverse events and clinical reviews.
- In consultation with the health care team, patient/resident and carers, provide, assist and supervise the planning, delivery and evaluation of a high standard of quality care, inclusive of nursing care which reflects resident's choice and clinical care needs to promote dignity of choice.
- Provide responsible management of human, financial and environmental resources within the home.
- Monitor and manage nursing staff performance, promote and develop professional nursing standards and practice ensuring that annual mandatory education and competencies are satisfactorily completed and continual learning needs are identified.
- Work in consultation with the Residential Aged Care Quality Consultant to ensure the SDCP has a comprehensive quality system, including audits completed as scheduled with appropriate follow up undertaken, DHHS indicator data is collated, the SDCP unit's business plan and quality improvement plans are developed, implemented, monitored and evaluated.
- Manage important issues including mandatory reporting, resident complaints, adverse events, coroners, after hours and notify the DON, AHM or other health care team members as required.
- Monitor consumer concerns, assist with the resolution and refer matters to the DON.
- Be responsible for maintaining own education as required under the National Dementia Education and Training Standards Framework for SDCP staff (including annual mandatory training in fire/emergency, cardio-pulmonary resuscitation, infection control & safe manual handling), and maintain a personal record of activities completed.
- Maintain a practical working knowledge of Aged Care legislation inclusive of the Aged Care Quality Standards

## Generic Responsibilities

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

### Essential

1. Registered Nurse with Australian Health Practitioners Regulation Agency (AHPRA)
2. Relevant post registration qualifications, or working towards, such as Dementia or Gerontology
3. Extensive level of dementia specific and older person's mental health clinical, behavioural and operational expertise
4. Ability to take a leadership role in strategic and daily issues with a proven ability to manage change
5. Proven commitment to flexibility and innovation in practice including an evidence-based approach to care
6. Demonstrated ongoing commitment to professional development
7. Understanding of and commitment to SDCP unit Key Performance Indicators

## Desirable

8. Previous experience providing recreational, person-centred, psychosocial, goal-orientated care, supporting residents to promote rehabilitation and build on their capabilities
9. Experience working in a Specialist Dementia Care Program
10. Certificate IV in Training and Assessment

## Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Key Personnel Check** The position is a designated Key Personnel role for Bendigo Health. This position is listed on Bendigo Health's Key Personnel List with the Aged Care Quality Safety Commission. Key Personnel are required to submit evidence as noted below of the following in order to be employed and maintain employment in this position. Evidence is required as proof a person appointed to a Key Personnel role is not a disqualified individual including:

- A current criminal history check (Police Check or NDIS Check)
- Copy of the bankruptcy/insolvency check
- Relevant qualifications for the position appointed to
- If a Registered Nurse, evidence of current registration

Each year Key Personnel are required to complete a Suitability Check. This process will be undertaken by the direct supervisor. Correspondence and forms for Key Personnel to complete with relevant evidence attached to support the annual review will be provided.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

**National Disability Insurance Scheme (NDIS) Check** Completion of a clear National Disability Insurance Scheme (NDIS) Check must be undertaken for all positions providing services under the NDIS. A NDIS check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

**Registration with Professional Regulatory Body or relevant Professional Association** AHPRA. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

**Drivers Licence** A current Victorian driver's licence is required for this position.

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*