

# Position Description

<b>Position Title:</b>	Nurse Unit Manager Patient Flow & Access Unit
<b>Reports to:</b>	Divisional Operations Director – Access & Investigative Services
<b>Department:</b>	Patient Flow and Access Unit
<b>Directorate:</b>	Clinical Operations
<b>Cost centre:</b>	A5255
<b>Code &amp; classification:</b>	Nurse Unit Manager Level 1 (NM10)
<b>Employment conditions:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 and GV Health Policies and Procedures (and as varied from time to time)

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**GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

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## POSITION SUMMARY

The NUM provides operational and clinical leadership, management and direction for Patient Flow and Access Unit (PFAU). The PFAU forms the governance structure for centralised flow and access activities, with an operational unit consisting of two functional zones: four PFAU flexible care beds and the Transit Lounge. The patient cohort includes those being discharged, patients transitioning from the Emergency Department and/or the Critical Care Unit into ward beds and patients who require direct admission to inpatient beds.

The PFAU flexible beds operate from 0830-1700 7 days per week whilst the Transit Lounge operates from 0800-1700 on weekdays. The PFAU NUM is responsible for daily operational direction of the flexible care beds and Transit Lounge, overseeing the ANUM, Registered and/or Enrolled Nurse staff who provide care to patients occupying the beds. Within the PFAU the NUM will work a Monday to Friday roster, noting that on Tuesday to Thursday the NUM will work supernumerary on the floor in a supervisory role in the absence of an ANUM.

The PFAU NUM will take an active role in flow and access initiatives, contributing to the achievement of hospital-wide goals, making suggestions for flow enhancement, trialling, testing and implementing strategies through improvement methodology, partnering with multidisciplinary colleagues and supporting staff to understand change processes whilst sharing their motivation and drive for improvement in outcomes.

This position works collaboratively with the multidisciplinary team to ensure a high-quality service is delivered to patients admitted to PFAU and the Transit Lounge. The NUM will support the development of standardised patient flow activities across all seven days, and will assist hospital teams to identify suitable patients for the Transit Lounge and/or PFAU. The NUM will oversee the implementation of process changes within their departments and at times, other departments, support other units to implement changes or improvements as it relates to the operations and goals of the PFAU.

The NUM is responsible for nursing services, including supervision and training, allocation of duties to registered and enrolled nurses within the departments. The NUM must be able to demonstrate efficient time management to maximise service delivery and the quality of patient care

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## **RESPONSIBILITIES AND DUTIES**

**The following duties are inclusive of but not limited to the following:**

- Promote the Patient Flow and Access Unit flexible care beds and Transit Lounge utilisation.
- Coordinate improvement projects through trialling and testing phases, and leading implementation of innovative ideas.
- Contribute to hospital initiatives to enhance patient flow and access.
- Oversight of nursing rosters, including coordination of leave/ADO and on-call rosters, ensuring the required skill mix and capability to support service needs is maintained across shifts.
- Actively participate in and ensure compliance with accreditation requirements under the National Standards.
- Support and develop nursing staff to increase clinical skills, developing robust service capacity and stability.
- Oversee supply requisitions for clinical consumables, remaining conscious of budget constraints and minimising wastage.
- Manage nurse team meetings at least every two months, providing a copy of minutes into the Quality Unit repository.
- Direct or indirect supervision of Enrolled Nurses, ensuring compliance with their scope of practice and experience.
- Manage own time efficiently and effectively in line with key priorities.
- Adhere to GV Health patient identification and procedure matching protocols and patient handover requirements.
- Conduct annual Performance Development Reviews for nursing staff and oversee compliance with mandatory training

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## **KEY SELECTION CRITERIA**

**Formal Qualification(s) and Required Registration(s):**

- Current registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse

**Essential:**

- Minimum of 3 years nursing experience as ANUM or NUM which includes the care of Medical patients.
- Experience preparing and reviewing nursing protocols for safety and accreditation requirements.
- Efficient handover and time management skills to ensure safe patient care and optimise service provision to consumers.
- Demonstrated nursing care in line with best practice.
- Willingness to assist in the supervision of students and trainees.
- Positive attitude with a demonstrated ability to communicate in a collaborative and respectful manner with interdisciplinary staff.
- Excellent customer service, written and verbal communication skills.

- Demonstrated punctuality and organisational skills.

**Desirable:**

- Post graduate qualification in management or working towards
  - Experience in quality improvement projects
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## **KEY PERFORMANCE INDICATORS**

**Your performance will be measured through your successful achievement of:**

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
  - Management of the PFAU and Transit Lounge, through promotion, leadership and innovation.
  - Contribution to patient flow and access initiatives.
  - Development and maintaining of collaborative relationships with all other teams and professionals.
  - Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers.
  - Maintenance of registration in the relevant discipline and working within scope of practice.
  - Maintenance of core competencies and training requirements as outlined in the GV Health Education Framework.
  - Prioritisation and communication of nursing activities in consultation with other clinical and administrative staff to maximise patient flow and service efficiency.
  - Compliance with workplace health and safety requirements.
  - Work with other team members to enhance operational effectiveness of department.
  - Active participation in the Performance and Development Review process
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## **ALL GV HEALTH STAFF ARE REQUIRED TO**

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;

- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children’s Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

**ACCEPTANCE:**

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Clinical Operations	Nurse Unit Manager
<b>Reviewed by:</b>	DOD – Access and Investigative Services
<b>Issue Date:</b>	February 2026

## ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

## OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

## OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

## OUR STRATEGIC PLAN

The **Goulburn Valley Health Strategic Plan 2024-2026** provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

## FOR MORE INFORMATION

**Application tips:** [Application Tips - GV Health](#)

**GV Health:** <https://www.gvhealth.org.au/about/>

**Child Safety and Wellbeing:** [Child Safety and Wellbeing - GV Health](#)

**Living in Goulburn Valley:** [Goulburn | Regional Living Victoria](#)

**GV Community Connector:** [Community Connector Program for Businesses](#)