

Position Description

Position Title:	ANUM Specialist Consulting Suites]
Reports to:	Nurse Unit Manager- Specialist Clinics
Department:	Specialist Consulting Suites
Directorate:	Sub- Acute and Ambulatory Care Division
Cost centre:	C0002
Code & classification:	ANUM Year 1 or 2 (YW11-YW12)
Employment conditions:	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)

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).

POSITION SUMMARY

The Associate Nurse Unit Manager (ANUM) is responsible for the co-ordination and organisation of staff and resources to ensure the delivery of quality patient focused care with in the Specialist Consulting Suites (SCS). The ANUM accepts the responsibility of clinical and corporate co-ordination of the Specialist Consulting Suites in the absence of the Nurse Unit Manager (NUM). This position amongst others is responsible for promoting GV Health as a quality regional health service provider ensuring GV Health missions and values are upheld.

This position involves ensuring the highest quality care, a sound and sustainable financial position, strong staff engagement and support, and effective relationships with the community and consumers of care.

A comprehensive range of specialist outpatient services are provided at various locations within the hospital, involving over 45,000 outpatient appointments per annum.

Reporting directly to the Nurse Unit Manager of Specialist Consulting Suites, this position amongst others is responsible for promoting GV Health as a quality regional health service provider ensuring GV Health missions and values are upheld.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Deputise in absence of the Nurse Unit Manager
- Assisting budgeting, rostering or other portfolios as delegated by NUM
- The ANUM accepts responsibility of clinical and corporate coordination of the unit in absence of the Nurse Unit Manager
- Participate in or lead appropriate committees and working parties as requested

- Provides supervision of clinical care provided by all Specialist Consulting Suite Staff in the clinical area.
- Provide quality and safe clinical care for consumers
- Oversee intake referral processing for relevant clinical stream (Such as Orthopaedic, Surgical, Women's Health, Paediatric, Medical etc)
- Clinic template and waiting list monitoring for relevant clinical stream
Compliance monitoring on the use of the Specialist Consulting Suites Referral Criteria Manual
- Ensure consumers, families/representatives or carers are provided with timely information and are involved in decision making about their care planning and treatment
- Accept accountability for own actions and seek guidance when a situation exceeds experience and/or knowledge
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure
- Comply with best practice healthcare standards, legislation, and GV Health's Clinical Governance Framework and clinical practice guidelines
- Consumer feedback and complaints are responded to appropriately to ensure that issues are resolved and quality and safe clinical care is provided
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards
- Ensure the escalation process for promptly reporting vital consumer observations that are outside the normal range as per clinical guidelines is adhered to.
- Role model for professional excellence
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Facilitate effective and safe patient flow through the Specialist Consulting Suites in reflection of the department Key Performance Indicators such as Cat 1 seen in 30 days and monitoring of waiting lists in accordance with the Department of Health and Human Services Specialist Clinics Access Policy

KEY SELECTION CRITERIA

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

Essential:

- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a Registered Nurse Division 1.
- Minimum 5 years post graduate clinical experience
- Experience working in Specialist Clinics, intake referral processing and managing waiting lists.
- Demonstrated ability to work collaboratively within a multidisciplinary team
- Demonstrated understanding of a hospital environment and experience in implementing person-centred care
- Excellent verbal and written communication skills for a range of audiences
- Able to multi-task, prioritize, and manage time effectively

Desirable:

- Previous outpatient experience
- Previous management experience at ANUM level

- Understanding of data entry and patient scheduling systems (VITAL, VINAH)
 - Understanding of Access Policy for Specialist Clinics
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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
 - 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;
 - Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
 - Registration is maintained and working within scope of practice
 - Attendance and active participation in meetings as required
 - Maintain waiting list for appropriate clinic
 - Work towards achieving department KPI's for Urgent and Routine appointments
 - 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework
 - Active participation in the Performance and Development review process
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AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, 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;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health 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;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- 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 the 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;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of 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 Department of Health Victoria;
 - Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.
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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 The 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	Associate Nurse Unit Manager
Reviewed by:	Nurse Unit Manager- Specialist Consulting Suites
Issue Date:	July 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](#)