

Title	Nurse Unit Manager – Perioperative	Position Reports to	Perioperative Services Manager
Classification	NM12	Employment Status	Full Time
Enterprise Agreement	NURSES AND MIDWIVES (VICTORIAN PUBLIC SECTOR) SINGLE INTEREST EMPLOYER AGREEMENT 2024-2028		

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for 150 years. The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world’s leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

- **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
- **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
- **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here:

https://www.eyeandear.org.au/page/About_Us/Our_Publications_and_DVDs/

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

Position Summary:

Directly reporting to the Perioperative Services Manager (PSM), the Nurse Unit Manager (NUM) - Perioperative is responsible for the management and direction of nursing, theatre technician and support staff allocations across our 8 Operating Theatres, Treatment Room and Stage 1 Recovery.

As part of the health care leadership team at the Eye and Ear the PSM role will maintain and implement quality systems in accordance with National Safety and Quality Health Service Standards and will have a commitment to continuous improvement, risk minimisation and successful delivery of outcomes. The PSM is committed to quality improvement in care and value and ensure a focus on education and professional development in the department and also help shape organisational strategy, continue to strengthen VMO relationships and improve procedural service provision to achieve departmental and hospital strategic objectives.

The NUM-Perioperative will work with stakeholders to achieve excellence in Theatre care delivery in line with best practice and legislative requirements.

The NUM-Perioperative will identify, access and implement measures to manage clinical risk, including the management and coordination of staff allocations within the theatre depending upon unit needs and pattern of care delivery, skill mix.

The NUM-Perioperative will play a pivotal role in encouraging others to implement better approaches to address problems and opportunities; leading the implementation and acceptance of change within the workplace.

Key Responsibilities / Performance Outcomes:

1. Provide high quality standards of patient care. This includes assessment, planning, implementation and evaluation of care in collaboration with patients, carers and a multidisciplinary team.
2. Work within an ethically and legally sound framework. Ensure that the delivery of clinical services within the Department is in line with best evidence-based practice and the National Safety and Quality Health Service Standards (NSQHSS).
3. Planning and organising daily operations of the Theatre complex involving intra-operative activities (Anaesthetic and Scrub-Scout) of 8 Operating Theatres plus 1 Procedural Treatment Room
4. Working collaboratively with other NUMs and stakeholders to achieve the goals of Perioperative Services.
5. Seeks opportunities to build relationships—Proactively builds effective working relationships with those who have the knowledge, experience, resources, or influence to advance work goals.
6. Demonstrates sound knowledge of contemporary human resource management.
 - Provides guidance and coaching to the Theatre Floor Coordinator, and ANUM's relating to complex people issues including resolving conflict and other industrial issues, to reduce unnecessary escalation.

- Relevant working knowledge of industrial and statutory regulations.
 - Experience leading and managing staff with diverse backgrounds and valuing differences
 - Demonstrates professionalism, integrity and understanding to maintain the cooperative teamwork essential to effective delivery of surgical services.
 - Ongoing Performance management of staff; staff recruitment and retention; performance development planning; staff competency; ongoing monitoring of staffing levels and appropriate rostering.
 - Advocates for safety and management of OH&S within the unit. Holds others accountable for following regulations and safety procedures; acts as a role model.
 - Ensuring appropriate orientation is established for new staff.
 - Collaborate with the Nurse Educators to promote the ongoing education for staff in line with the Nursing Training Development Plan
 - Collaborates with other NUMs in the deployment and allocation of casual nurses and actively participates in the recruitment and management of casual staff
7. Business Management skills such as monitoring and managing budget compliance
8. Strategic Outcomes – supports the Perioperative Services Manager and Director of Surgical Services in undertaking the following:
- Delivering upon strategic outcomes
 - Identification and development of strategic opportunities
 - Communication to and leadership within the senior management team
 - Building service excellence that delivers positive clinical outcomes

Quality, Patient Safety and Risk Management

Ensure that the Eye and Ear Quality Clinical Governance Framework ([Link](#)) is in place with systems to ensure that the patient/consumer have a safe, high quality person-centred experience / care. This involves:

- Focusing on the provision of safe, person-centred care that minimises harm in partnership with patients, carers and their families (consumers).
- Ensuring mechanisms are in place to monitor that the clinical workforce are working within their agreed scope of practice and with full current registration.
- Developing and maintaining your skills and competencies relevant to your clinical scope of practice.
- Ongoing measurement of safety, risk management and quality performance, taking action in response to identified issues and establishing a culture of improvement.
- Facilitating consumer participation in safety and quality activities.
- Leading and / or contribute in gathering required evidence and participation in other activities required for accreditation reviews.
- Facilitation of the annual performance development cycle for all employees' staff within area of responsibility.
- Actively participating in an annual individual performance development plan that determines and evaluates key responsibilities, strategies and performance indicators, in line with the Eye and Ear's Strategic Plan.
- Managing rosters and leave in an equitable way that promotes staff to take leave and manage accruals in line with the organisation's standards.

- Facilitate relevant training to maintain an effective perioperative workforce.
- Ensuring that there is financial responsibility and accountability, including appropriate use of hospital resources across the functions under the positions control.
- Developing and monitoring financial strategies that will ensure budgetary targets and key performance indicators are met.
- Working within and ensuring staff are compliant with the Eye and Ear Data Accountability Framework ([link](#)).

Occupational Health and Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return-to-work programs if injured, and supporting injured colleagues in their return to work.
- Encourage participation in wellness@work initiatives.
- Taking adequate steps to eliminate or minimise the risk of harm to employees, contractors, volunteers and students.
- Ensure appropriate resources are made available to manage those risks.
- Conduct scheduled Planned Safety Walks and implement required improvements.
- Ensure all hazards, near miss and VHIMS reports are reviewed, thorough investigations are carried out and appropriate controls implemented.
- Ensure consultation with Health and Safety Representatives and staff on matters relating to health and safety.
- Ensure staff understand and adhere to emergency procedures.
- Minimise WorkCover costs by actively assisting the return to work of any employee injured in the area they manage.
- Lead the implementation of health and safety policies and procedures.
- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Ensure all staff perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Building our 'safety culture' where occupational health and safety is considered part of everyday work.

- Understand and manage the challenges of managing a flexible and dispersed workforce including work from home psychological and safety considerations.
- All clinical practitioners involved in medication management have an obligation to practice within legislation, the Poisons Control Plan, hospital policy and procedures.
- The requirement for Advance Life Support training will be determined for nursing and medical staff working in specific departments based on acuity.

Selection Criteria: Qualifications, Experience and Competencies

	Essential	Desirable
Qualifications	Current AHPRA registration	Post graduate qualification in management
	Bachelor of Nursing	
	Post graduate qualification or relevant experience in Perioperative Nursing	
Experience	Demonstrated strong leadership of large multidisciplinary team	Ability to manage and forecast department operating and capital budgets
	Participated successfully in a recent national accreditation processes	
	Similar demonstrated Hospital management experience	
Competencies	Advanced computer literacy and Microsoft Office skills	
	Ability to challenge inappropriate behaviours and reinforce desirable behaviours	
	Able to engage and influence senior medical staff	
	Demonstrated sound judgement and decision making	
	Commitment to working in a team environment and leading a safety culture.	
	Demonstrated success in delivering a patient centred service in a complex environment	

Reporting Lines

Position Reports to – *Perioperative Services Manager*

Number of direct reports – approximate EFT by profession

- ANUMs x 6.0
- CNS/RN/EN/GNP x 54.43
- Theatre Technicians x 11.87
- Clerks x 1.20
- Set up technicians x 2.00

Key Working Relationships

The PSM supports the Director of Surgical Services and works collaboratively with other NUMs to achieve the goals of Perioperative Services.

The NUM – Perioperative role will demonstrate experience and skills to facilitate a collaborative and harmonious working environment with effective communication between multidisciplinary professionals whilst providing excellence in surgical outcomes and patient experience.

All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.

Author of Position Description / Manager of Position:

Name: Laura O'Connor – Perioperative Services Manager

Date: 6/1/25

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Agreement

I have read, understood and agree to comply with the position description.

Name: _____

Signature: _____

Date: ____ / ____ / ____