

Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

Position Title	Afterhours Nurse Unit Manager – Registered Nurse
Position ID	
Department	Acute Services
Award	Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024 – 2028
Classification	ZB8
Employment Type	Permanent Part Time
Reports To	Acute Services Manager
Direct Reports	NA
Date Document Approved	September 2026
Approved by	Melissa Seelenmeyer
Purpose of Position	
The After Hours Nurse Manager is responsible for the coordination of clinical services across the organisation in the absence of the Acute Services Manager and Director of Clinical Operations. This role assumes overall responsibility of the Organisation including overseeing and providing leadership in the Acute Services, Urgent Care, District Nursing and Yalukang Aged Care, ensuring appropriate patient care, staffing, safety and security.	

Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

Key Accountabilities (Strategic Focus)	Performance Indicators (Measures of Success)
Clinical Care Delivery - Provide safe, comprehensive, evidence-based nursing care that meets the individual needs of patients within scope of practice.	- Comprehensive nursing assessments are completed within required timeframes - Individualised nursing care plans are developed, implemented, reviewed, and updated as patient needs change - Nursing interventions are delivered in accordance with evidence-based practice and organisational policies - Patient outcomes are regularly evaluated, and care plans modified as required - High standards of patient safety and quality care are consistently maintained - Demonstrates advanced clinical judgement and decision-making - Provide leadership, oversight, mentoring and support to other staff on the ward to ensure best outcomes for patients

	• Management of Urgent Care Centre presentations in conjunction with VMO's and the Virtual Emergency Department • Manages oversight of inpatients in conjunction with VMO's and Telecare doctors
Documentation and Clinical Records - Maintain accurate, timely, and legally compliant clinical documentation.	• Patient records are completed accurately and contemporaneously • Clinical pathways and nursing care plans remain current and relevant • Admission, transfer, and discharge documentation is completed according to organisational requirements • Documentation complies with professional, legal, and organisational standards • Minimal documentation-related incidents or audit findings
Patient Advocacy and Education - Promote patient-centred care through advocacy, education, and support.	• Patients' rights, dignity, confidentiality, and privacy are maintained at all times • Patients and families are actively involved in care planning where appropriate • Education is provided according to assessed patient and family needs • Patients demonstrate understanding of treatment plans and discharge instructions • Positive patient and family feedback is received regarding communication and support • Ensuring all other staff within organisation maintain patients' rights, dignity, confidentiality, and privacy at all times • Advocating for patients' rights and wishes regarding treatment with medical practitioners and family
Teamwork and Communication - Contribute to a collaborative, respectful, and effective multidisciplinary team environment.	• Communicates effectively with patients, families, colleagues, and external providers • Participates constructively in team meetings, handovers, and multidisciplinary discussions • Maintains professional and respectful relationships with all stakeholders • Supports coordinated care planning and decision-making • Demonstrates flexibility and willingness to assist colleagues during periods of increased demand • Provides oversight and support out of hours to district nursing and residential aged care
Leadership, Supervision and Support - Support the development of staff and contribute to effective clinical leadership.	• Provides appropriate supervision and support to students, graduates, enrolled nurses, registered nurses and new staff • Contributes positively to orientation and competency development programs • Provide constructive feedback and role modelling of professional behaviour ensuring management of staff within acceptable standards and managing behavioural performance as required • Effectively managed conflict resolution and refers the matter to the ASM and/or DCO • Supports the ANUM, Acute Services Manager (ASM) and Director of Clinical Operations (DCO) as required • Provides leadership across all areas of the health service out of hours • Co-ordinates and maintains appropriate nursing staff levels across the service according to nurse patient ratios out of hours in consultation with ASM and/or DCO

	• Manages immediate concerns in relation to serious incidents and informs the ASM and DCO • Monitors consumer concerns, assisting with the resolution as appropriate and referring the matter to the ASM and/or DCO • Assumes the first response Emergency Controller role in emergency situations • Ensures professional relationships are maintained with VMO's and Telecare doctors to optimise patient care, admissions and transfers • Regular attendance at After Hours Nurse Managers meetings
Compliance and Professional Practice - Practice in accordance with professional standards, legislation, and organisational requirements.	• Maintains current registration and mandatory education requirements • Adheres to organisational policies, procedures, and clinical practice guidelines • Demonstrates compliance with relevant legislation and regulatory requirements • Practices within professional scope and seeks guidance when required • Maintains professional conduct consistent with NMBA standards and organisational values • Ensures all staff maintain a professional level of practice as per organisational standards at all times
Quality Improvement and Risk Management - Contribute to continuous quality improvement and risk management activities.	• Incidents, hazards, and near misses are reported promptly through VHIMS, investigates incidents where appropriate • Participates in quality improvement initiatives and audits • Identifies opportunities to improve patient care and service delivery • Demonstrates understanding of risk management principles • Supports implementation of quality and safety recommendations • Provides leadership and support to staff and manages incidents and hazards out of hours reporting to ASM, DCO or executive on call as required
Work Health and Safety - Promote a safe working environment for patients, visitors, and staff.	• Complies with Workplace Health and Safety requirements. • Reports hazards and risks promptly • Demonstrates safe manual handling and infection prevention practices • Participates in emergency response training and procedures • Assumes the first response Emergency Controller role in emergency situations • Contributes to maintaining a safe clinical environment • Manages immediate concerns in relation to serious incidents and informs the ASM and DCO
Professional Development - Maintain and enhance professional knowledge, skills, and competence.	• 5 years senior clinical experience • Completes all mandatory training and competencies within required timeframes • Participates in professional development activities annually • Maintains current Advanced Life Support competency • Demonstrates application of new knowledge and skills in practice • Actively seeks feedback and opportunities for growth • Maintains a documented professional development portfolio

Portfolio and Service Contribution - Contribute to operational and strategic objectives through portfolio responsibilities and service support.	• Actively manages allocated portfolio responsibilities. • Contributes to service improvement initiatives and projects • Provides support to the ASM & DCO when required • Demonstrates initiative in identifying and implementing improvements • Meets agreed portfolio objectives and reporting requirements
Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to Growing Together: Our People, Our Services and Our Future.	• Models and reinforces REDHS values in team expectations, performance conversations and decision-making. • Actively shapes a culture of trust, inclusion, accountability and continuous improvement. • Recruits, selects and onboards team members aligned to organisational values and behavioural expectations. • Addresses behaviours inconsistent with REDHS values in a timely and constructive manner. • Implements engagement strategies beyond survey feedback, fostering open dialogue and shared ownership. • Ensures workforce planning, resourcing and development practices support a capable, motivated and sustainable team. • Aligns team objectives and behaviours to Our People, Our Services and Our Future.

Key Relationships

Internal Relationships
• Patients • Associate Nurse Unit Manager (ANUM) • Acute Services Manager • Registered Nurses • Enrolled Nurses • Graduate Nurses • Nursing Students • Medical Officers / Visiting Medical Officers • Allied Health Professionals (Physiotherapists, Occupational Therapists, Social Workers, Dietitians, etc.) • Ward Clerks / Administrative Staff • Infection Prevention and Control Team • Quality and Risk Management Staff • Executive and Clinical Leadership Team • Support Services Staff (Cleaning, Catering, Maintenance, Patient Services)
External Relationships (Community, Industry etc)
• Patients' Families, Carers, and Significant Others • General Practitioners (GPs) • Ambulance Services • Community Nursing Services • Residential Aged Care Facilities • Community Health Services • Specialist Medical Services and Referral Hospitals • Mental Health Services • NDIS Providers and Support Coordinators • Palliative Care Services • Rehabilitation Providers • Government and Regulatory Bodies (e.g., AHPRA, Department of Health) • Educational Institutions and Clinical Placement Providers

- External Service Providers and Contractors
- Patient Transport Services

Key Selection Criteria & Capabilities

Key Selection Criteria
• Extensive experience in the area of clinical practice • Recent experience working in an Urgent Care Centre or Emergency Department • Advanced assessment, care planning, care delivery and evaluation skills • Understanding of the concept of person centred care • Commitment to collaborative practice and productive working relationships • Ability to reflect on own practice • Evidence of ongoing clinical practice development
Qualifications
• Registration as a Registered Nurse
Essential Registrations
• Current AHPRA Registration as a Registered Nurse. • Current National Police Check and Working with Children Check • Current Influenza vaccination
Technical and Professional Capabilities
• Five years post basic clinical experience • Post Graduate Studies in relevant areas e.g. Management or Clinical • Rural and Isolated Practice Registered Nurse (RIPERN) or working towards • To provide management to Urgent Care Centre presentations in conjunction with the Virtual Emergency Department as required • Contemporary clinical knowledge and experience in acute and residential aged care nursing • Ability to work within and lead a highly motivated professional team • Ability to make decisions in high pressure situations • Demonstrated, intermediate IT skills inclusive of email, internet, databases and word processing.
Personal & Leadership Capabilities
• Excellent communication and problem solving skills • Commitment to ongoing personal professional and leadership development. • The ability to manage immediate concerns in relation to serious incidents out of hours and notify required government agencies as they arise in conjunction with executive on call • The ability to monitor consumer concerns, assisting with the resolution and referring the matter to the Acute Services Manager or Director of Clinical Operations as required • Effectively manages conflict resolution and refers matters to the Acute Services Manager or Director of Clinical Operations as required

Growing Together – Our People. Our Culture, Our Future.

REDHS Values and Behaviours
Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.
R Reliability We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.

E	Engagement We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing.
D	Diversity We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.
H	Hospitality We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.
S	Sustainability We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.

Employment Obligations

Employment Principles
REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure: • Employment decisions are based on merit and employees are treated fairly and reasonably • Employees have a reasonable avenue of redress against unfair or unreasonable treatment • Equal employment opportunity is provided • Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006
Professional Conduct and Organisational Compliance
Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards. All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.
Personal Centred Care
All staff are required to support the REDHS “This is Me” philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.
Work Health Safety & Risk
All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.
Clinical Practise Requirements (Clinical roles)
Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.
Employment Conditions
Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working With Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

Additional Requirements

Position Review

- This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee.
- Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working With Children Check and, where applicable, an NDIS Worker Screening Check.
- This document outlines the general duties and responsibilities of the role and is not exhaustive.
- An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead.

Acceptance of the Position

This Position Description:

- Is to be read in conjunction with the employee's Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct.
- May be amended from time to time in consultation with the employee.
- Reflects the general duties and responsibilities of the role and is not intended to be exhaustive.

By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.

Name

Date

Signature