

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>AGED SERVICES EMERGENCY TEAM MANAGER</b>
<b>Department:</b>	Clinical Operations
<b>Classification:</b>	Nurse Unit Manager Level 2 Allied Health Level 5
<b>EBA / Award:</b>	NSW Public Health System Nurses and Midwives (State) Award 2022 NSW Health Service Health Professionals (State) Award 2022
<b>Primary Site:</b>	Albury Campus
<b>Employment Conditions:</b>	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input checked="" type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care
<b>AWH VISION</b>	
<i>"The Best of Health."</i>	
<b>AWH VALUES</b>	
Patient and Client Focused, Ethical, Teamwork, Equity, Respect, Compassion, Accountability and Trust.	
<i>Patient and Client Focussed:</i>	Our purpose is to serve our patients and clients in order to achieve the Vision and Purpose of Albury Wodonga Health.
<i>Ethical:</i>	Both in our clinical endeavour and our business practices we will be just in all our dealings.
<i>Teamwork:</i>	Esprit de corps, harmony, partnership and unity are valued.
<i>Respect:</i>	Appreciation of the worth of others and regard for their contribution is inherent.
<i>Trust:</i>	Confidence that all are doing their best, honestly and positively.
<i>Accountability:</i>	Understanding that all bear a personal responsibility to our community.
<i>Compassion:</i>	Consideration, empathy and humanity are given freely to our patients and staff alike.
<i>Equity:</i>	Fairness, integrity and justice are apparent in our actions.
<b>ROLE SUMMARY / PURPOSE</b>	
The Aged Services Emergency Team (ASET) Manager is a key leadership role within the Emergency & Critical Care Division. It is recognised as an expert clinician who leads the ASET service working collaboratively with medical, nursing and allied health professionals in the Emergency Departments (ED's) and Short Stay Unit's (SSU's).	

The role of the ASET is to support the service provision of care coordination for patients presenting to the ED's that have dynamic health care needs (social, environmental, financial, cultural, chronic health, complex care).

The primary aim of the ASET service is to reduce avoidable hospital admissions or representations by facilitating timely access to an integrated system of community-based services that enhance the health outcomes, safety and functional independence of consumers.

## KEY RESPONSIBILITIES

### Quality of Care and Clinical Safety:

- Effectively coordinate and efficiently manage the ASET delivery of service across the Emergency Departments.
- Utilize models of care which are aligned with evidence, high quality and safe practice that is person centered and financially sustainable and in accordance with legislation and common law.
- Ensure that standard of care is continually improving, identifying achievements and problems and ensuring appropriate recognition and interventions are achieved.
- Ensures a holistic approach to the delivery of the ASET service, inclusive of patients physical, psychological, spiritual and social needs are met through shared decision making with patients and their families.
- Provides leadership to the ASET clinicians working within the service in establishing planned approach to service delivery and professional standards.
- Actively leads the development and review of ASET scope of service and how this is delivered to ensure operational and strategic objectives are met.
- Works collaboratively with the Divisional Directors, Emergency & Critical Care Operations Manager and clinical leadership team to develop and implement the AWH Clinical Operations Strategic and Divisional plans.
- Promotes accountability for clinical practice by all clinicians working within the service.
- Responsible for the drafting and publication of roster and coordination and approval of all leave types, ensuring that there is safe, reliable and consistent service provision across 7 days per week.
- Participates / maintains and updates knowledge of AWH.
- Reviews and promotes clinically effective, accurate documentation that confirms to legal requirements.
- Participates in, and promotes the value of research that contributes to development of evidence based practice and improved standards of care.
- Practices in accordance with discipline specific professional standards / award.
- Adheres at all times to Occupational Health and Safety (OH&S) policies and procedures and comply with Employee responsibilities are identified in the relevant state legislation: Victorian OH&S Act, NSW WH&S Act and Regulations.

### Managing and Developing People:

- Provide leadership to service which promotes effective teamwork, encourage cohesion and ensures staff feel valued and contributions are acknowledged.
- Mentor, coach, empower and challenge staff.
- Leads workforce professional development reviews and performance management processes within service.
- Ensure all employees within service are aware and participate in mandatory and discipline specific education as it relates to their specific role and scope of practice.

- Is aware of limitations of responsibilities and practice independently within the parameters of the position description and delegations of authority.
- Ensure that staff have and retain contemporary skills to ensure exemplary clinical practice across the service.
- Provides appropriate support and career development opportunities to enable staff to provide care and quality outcomes to all persons accessing the services.
- Promotes a culture of professional development by engaging with staff and initiating strategies to promote professional growth whilst recognizing individual abilities and organizational needs.
- Facilitates debriefing of staff as required

**Financial Responsibility and Sustainability:**

- In partnership with ECC Operations Manager, support meeting key strategic objectives for service and division that align with Organizational Strategic Plan.
- In partnership with ECC Operations Manager, coordinate formulation of ASET service budget in consultation with Divisional Directors and finance delegate.
- In partnership with ECC Operations Manager and Divisional Directors, critically analyze staffing requirements based on projected activity and accepted staffing methodology ensuring that appropriate models of care, staffing levels and skill mix are aligned to service demand and complexity.
- Monthly cost centre reporting completion for service with identified variances to budget analyzed and reported to ECC Operations Manager with action plan documented to manage and monitor.
- Lead identification, monitoring and reporting of key performance indicators for ASET service, for example, but not limited to: ED avoidance strategies, admission avoidance, reduced ED length of stay, reduction in unplanned re-presentations to ED.
- Support the establishment of management plans for complex patients in consultation with multi-disciplinary team (MDT) that are identified as frequently presenting to the ED's to access non-urgent care that can be supported in community or in-home.

**Planning:**

- Be able to set goals, formulate and implement plans to achieve identified outcomes.
- Contribute to the implementation of organizational change within service/ division.
- In partnership with ECC Operations Manager, working alongside divisional leadership team in developing and enacting the strategic workforce plan for service specific workforce and support coordination in change as required by the service / division.
- Strong skills in planning, policy and procedural development.

**QUALIFICATIONS AND EXPERIENCE**

**MANDATORY:**

1. Health Professional or Registered Nurse with current registration with APHRA.
2. Extensive clinical experience in emergency or acute health care setting leading or contributing to care coordination and planning.
3. High level of operational and management experience within the health care setting with proven ability to think strategically and execute objectives into tangible outcomes.

4. Extensive knowledge of community services and referral pathways to support patients being discharged from the Emergency Department.
5. Demonstrated competence in problem solving and innovative thinking.
6. Demonstrated ability to influence and negotiate in diverse and complex situations.
7. Demonstrated Commitment to Patient Centred Care.
8. Demonstrated capability to communicate effectively to all levels of staff within and external to the organisation.
9. A working knowledge of a risk management and quality improvement process.

**DESIRABLE:**

10. Post Graduate qualifications in leadership or management or working towards same.
11. High level of self confidence
12. A personal approach which is positive, enthusiastic, friendly and helpful
13. A willingness to learn, and the ability to work as part of a team, as well as independently.
14. Flexibility to operate in an environment of change and continuous improvement often within short timeframes

**NOTES:**

A current National Police Check shall be provided / undertaken prior to appointment.

A Working with Children's Check (as per relevant State legislation) may be required where the role requires working unsupervised with children.

Evidence of immunisation against specified infectious diseases must be provided for all Category A positions prior to appointment (please refer to Annex 3 for more information).

AWH is the principal regional health care provider in the event of disaster and emergency. The occupant of this position understands and acknowledges that they may be required to work as assigned if requested to meet the Health Service's responsibilities in the event of a disaster or emergency situation.

While this position description reflects the current duties and responsibilities, it is not to be interpreted as all inclusive. It may be subject to review from time to time.

**KEY RELATIONSHIPS**

<b>REPORTS TO:</b>	The ASET Manager is accountable to Emergency & Critical Care Operations Manager
<b>SUPERVISES:</b>	<ul style="list-style-type: none"> <li>• ASET members</li> <li>• Undergraduate and post graduate students.</li> </ul>

**PERFORMANCE APPRAISAL**

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation. This includes all Mandatory Training and Clinical Competencies as required (annually or in accordance with timelines specified in relevant health service policies and procedures).

## QUALITY AND RISK MANAGEMENT

In order to help ensure continued employee and patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of AWH.
- Staff are required to contribute to the development and maintenance of the AWH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation.
- **A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.**
- Staff are required to abide by the Code of Conduct for AWH.

## HEALTH AND WELLBEING

The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

I commit to:

- **Reporting through the Incident Management System any near misses or incidents as they occur.**
- Partaking in the promotion of the health and wellbeing of employees.
- Contributing to an inclusive and health promoting environment.
- Promoting our values and vision.
- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

## SCOPE OF AUTHORITY

Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

## CLOSING THE GAP

AWH is committed to enhance our ability to attract and recruit Indigenous people and committed to closing the gap in employment outcomes between Indigenous and non-indigenous people.

## CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of AWH. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

**Declaration:**

As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name of Incumbent: .....	
Signature: .....	Date: .....

<b>ANNEXES</b>
1. Organisational Responsibilities. 2. Jobs Demand Checklist. 3. Task Reference List. 4. Professional Practice Documents – Nursing and Midwifery.

<b>DOCUMENT CONTROL</b>	
<b>Executive Sponsor:</b>	Executive Director Quality, Governance & Patient Experience & Chief of Nursing and Midwifery
<b>Manager Responsible:</b>	Director of Nursing Emergency & Critical Care
<b>Author(s):</b>	Director of Nursing Emergency & Critical Care
<b>Reviewed by People &amp; Culture:</b>	<input checked="" type="checkbox"/> 14/09/2023
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<b>Previously Named As:</b>	Same

## ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

### **Communication:**

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

### **Equal Employment Opportunity:**

- Commitment to the principles.
- Supports diversity in the workplace.

### **Information Management:**

- Collects and uses data as required.

### **Integrity:**

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

### **Organisation Awareness:**

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

### **People / Patient Focused Environment:**

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

### **Infection Control:**

- Hand Hygiene.
- Standard precautions.

### **Primary Health:**

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

### **Quality Improvement:**

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

### **Resource Management:**

- Ensure all allocated resources are managed in an efficient and accountable manner.

### **Safe Practice and Environment:**

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

### **Self Development:**

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

### **Teamwork / Collaboration:**

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.

- Influence an environment free from horizontal and vertical violence.



**JOB DEMANDS CHECKLIST:**

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

***This form is to be completed by the Manager / Supervisor of the position being recruited to.***

**Position:** *Aged Services Emergency Team Manager*

**Department / Unit:** *Clinical Operations*

**Facility / Site:** *Albury Campus*

**TASKS PERFORMED:**

Nature of Tasks to be undertaken (Collective description as best describes tasks).

**FREQUENCY DEFINITIONS:**

- I = Infrequent - intermittent activity exists for a short time on a very infrequent basis.
- O = Occasional - activity exists up to 1/3 of the time when performing the job.
- F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
- C = Constant - activity exists for more than 2/3 or the time when performing the job.
- R = Repetitive - activity involved repetitive movements.
- N = Not Applicable - activity is not required to perform the job.

Demands	Description	Frequency					
		I	O	F	C	R	N
<b>PHYSICAL DEMANDS:</b>							
<b>Sitting</b>	Remaining in a seated position to perform tasks.		X				
Standing	Remaining standing without moving about to perform tasks.	X					
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.		X				
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.		X				
Kneeling	Remaining in a kneeling posture to perform tasks.	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.	X					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).	X					
	Moderate lifting and carrying (10 – 15 kg).	X					

	Heavy lifting and carrying (16 kg and above).								X
Reaching	Arms fully extended forward or raised above shoulder.	X							
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.	X							
Head / Neck Postures	Holding head in a position other than neutral (facing forward).	X							
Hand & Arm Movements	Repetitive movements of hands and arms.	X							
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.	X							
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.								X
Driving	Operating any motor powered vehicle.								X
<b>SENSORY DEMANDS:</b>									
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.	X							
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.				X				
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.	X							
Taste	Use of taste is an integral part of work performance, eg: Food preparation.	X							
Touch	Use of touch is an integral part of work performance.	X							
<b>PSYCHOSOCIAL DEMANDS:</b>									
Distressed People	Eg: Emergency or grief situations.	X							
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.	X							
Unpredictable People	Eg: Dementia, mental illness, head injuries.	X							
Restraining	Involvement in physical containment of patients / clients.	X							
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.	X							
<b>ENVIRONMENTAL DEMANDS:</b>									
Dust	Exposure to atmospheric dust.	X							
Gases	Working with explosive or flammable gases requiring precautionary measures.	X							
Fumes	Exposure to noxious or toxic fumes.	X							
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.	X							
Hazardous Substances	Eg: Dry chemicals, glues.								X
Noise	Environmental / background noise necessitates people raise their voice to be heard.	X							

**ANNEX 2**

Inadequate Lighting	Risk of trips, falls or eyestrain.							X
Sunlight	Risk of sunburn exists from spending more than 10 minutes per day in sunlight.							X
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.							X
Confined Spaces	Areas where only one egress (escape route) exists.							X
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.							X
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.	X						
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.							X
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.		X					

<b>TASK REFERENCE LIST</b>
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- Responsible for the patient flow within the unit for discharges and admissions.
- Responsible for routine discharges.
- Receive daily handover form NM / NUM and liaise regularly to communicate patient movements.
- Ensure EDD is up to date for every patient and an action plan in place and this is communicated to all members of the Health care team, patients and carers.
- Monitor variances in EDD and do daily rounding of all new patients with Intern / Resident / Nurse in Charge.
- Liaise with the Central Patient Flow Coordinator on a daily basis to discuss and resolve outstanding issues and management of the more complex discharge.
- Liaise, Engage and support patients / carers.
- Liaise with the Access Manager to confirm patient movements.
- Identify and ensure patient referrals are timely.
- All patients discharged receive a follow-up call and concerns referred to Central Patient Flow Coordinator.
- In Partnership with Access Manager / CPFC develop patient discharge material / discharge summaries.
- Ensure Discharge Reference Material is available on unit.
- Ensure all staff within the unit are aware of patient movements as per their patient allocation.
- Communicate daily with Patient Flow Liaison Nurses in each unit.
- Participate in Multidisciplinary liaison, discharge planning and patient education meetings.
- Ensure Communication is all inclusive and understanding occurs.
- Ensure Care Planning is documented within the patient record.
- Ensure Feedback is received on discharge process.
- Develop and attend audits that measure compliance with the AWH Discharge Framework.
- Ensure personal belongings go with the patient on discharge.
- Complete "DISCHARGE CHECKLIST".
- This Task Reference list will be reviewed annually.

**PROFESSIONAL PRACTICE DOCUMENTS – NURSING AND MIDWIFERY****AWH DOCUMENTS:**

If you are not a current employee of AWH, you may request a copy of the documents noted below.

- [AWH Matrix for Scope of Practice - Nursing Roles \(OTH0054\)](#).
- AWH Nursing and Midwifery Capability Framework.
- [Professional Development Planning / Performance Management Procedure \(PRO1276\)](#)
- [Code of Conduct \(POL0274\)](#).
- [Clinical Credentialing Index](#).

**PUBLICLY AVAILABLE DOCUMENTS:**

- [NMBA Registered Nurse Standards for Practice 2016](#).
- [NMBA Nursing and Midwifery Practice Decisions Summary Guides](#).
- [NMBA Code of Professional Conduct for Nurses in Australia](#).
- [NMBA Code of Ethics for Nurses in Australia](#).
- [NMBA National Competency Standards for the Midwife](#).
- [NMBA Code of Ethics for Midwives in Australia](#).
- [ANMC Code of Professional Conduct for Midwives in Australia](#).
- [Good Practice Guide to Performance Management for Nurses and Midwives – Victorian Public Health Service 2013](#).
- [APHRA Guidelines for Mandatory Notification](#).
- [NMBA A Nurses Guide to Professional Boundaries](#).
- [NMBA Continuing Professional Development Standard](#).
- [Delegation and Supervision Guidelines for Victorian Nurses and Midwives](#).
- [National Practice Standards for the Mental Health Workforce – 2013](#).