



POSITION DESCRIPTION

Position Title:	Nurse Unit Manager
Department:	Morgan Ward - Inpatient Unit
Location:	War Memorial Hospital
Uniting Purpose:	To inspire people, enliven communities & confront injustice
Uniting Values:	Imaginative, respectful, compassionate, bold

Classification:	Nurse Unit Manager – Level 3
Vaccination risk category:	A
Award:	War Memorial Hospital (Waverley) Nurses Agreement 2011
Employment status:	Permanent Full Time
Hours:	76hr per fortnight

Position reports to:	Clinical Operations Service Manager/DDON
Position Supervises:	In-patient team inclusive of Registered Nurses, Enrolled Nurses, Assistants in Nursing, Ward Clerk
Key relationships:	Clinical Operations Service Manager/DDON, Executive Manager/DON, Allied Health & Integrated Care Manager, Clinical Governance & Quality Manager, Business & Performance Manager (BPM), Work Health Safety/Injury Management Manager, full range of WMH staff and departmental managers, South Eastern Sydney Local Health District SESLHD), NSW Ministry of Health (MoH), Uniting

POSITION PURPOSE

To provide strategic and operational leadership of the Morgan Inpatient Rehabilitation Unit, ensuring the delivery of safe, high-quality, person-centred rehabilitation services. The Nurse Unit Manager is accountable for the effective management of nursing services, workforce, clinical governance, financial and operational performance, and continuous improvement within the unit.

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As a member of the War Memorial Hospital Executive Team, the role contributes to organisational leadership, strategic planning and service development, while fostering collaborative partnerships that support exceptional patient outcomes and sustainable service delivery.

POSITION OBJECTIVES

- Lead the delivery of safe, high-quality, person-centred rehabilitation services that achieve optimal patient outcomes and experiences.
 - Provide effective leadership, management and professional development of the nursing workforce within a collaborative multidisciplinary environment.
 - Ensure efficient operational, financial and workforce management that supports service performance, sustainability and organisational priorities.
 - Foster a culture of clinical excellence, innovation, continuous improvement and evidence-based practice while ensuring compliance with accreditation, clinical governance and Work Health and Safety requirements.
 - Contribute as an active member of the War Memorial Hospital Executive Team, representing the Morgan Unit in organisational planning, decision-making and external partnerships.
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KEY RESPONSIBILITIES

Financial management & awareness:

- Manage the human, physical and financial resources of the Morgan Unit to deliver safe, efficient and sustainable healthcare services.
- Develop and monitor workforce strategies, including rostering and leave management, to ensure compliance with industrial awards, organisational policies and budget requirements.
- Monitor and improve operational, financial and clinical performance through the analysis of service performance indicators, using data to inform decision-making, resource allocation and continuous improvement.
- Work collaboratively with the Business Performance Manager, Clinical Performance Coordinator and other subject matter experts to interpret service data, identify opportunities for improvement and support informed decision-making.
- Maintain effective oversight of procurement, purchasing, contractor management, equipment maintenance and unit resource utilisation.
- Ensure compliance with financial delegations, procurement processes, cash handling and patient valuables policies.
- Monitor cost centre performance, analyse budget variances and implement corrective actions in consultation with the Clinical Operations Service Manager and Business Performance Manager.
- Promote financial stewardship by communicating relevant performance information to the multidisciplinary team and encouraging responsible resource management.

Operational processes:

- Provide operational leadership of the Morgan Unit, ensuring safe, efficient and patient-centred service delivery across the continuum of care.
- Promote and support all members of the nursing workforce to work to their full scope of practice, optimising patient outcomes across the rehabilitation journey.
- Lead and support the multidisciplinary team to deliver evidence-based rehabilitation services that optimise patient flow, functional outcomes, occupancy and timely discharge while responding to changing patient complexity and service demand.

- Maintain oversight of patient flow, occupancy and clinical activity through effective use of patient management systems and service performance data to support timely, coordinated and efficient patient care.
- Monitor clinical activity, caseload, patient complexity and service demand to optimise operational efficiency.
- Lead workforce planning, recruitment, onboarding, succession planning and professional development to maintain a capable and sustainable nursing workforce.
- Foster a culture of clinical excellence, innovation, accountability and evidence-based practice through the use of audit outcomes, performance data and continuous quality improvement.
- Lead quality improvement initiatives and embed clinical governance principles into frontline practice through audit, education, staff engagement and effective incident management.
- Promote the implementation of evidence-based practice, clinical guidelines and relevant NSW Health, SESLHD, Uniting and War Memorial Hospital policies to support safe, high-quality care.
- Ensure compliance with National Safety and Quality Health Service Standards, infection prevention and control and Work Health and Safety requirements.
- Lead incident management, risk mitigation, open disclosure and service improvement initiatives to strengthen patient safety and organisational learning.
- Champion the implementation and optimisation of digital health systems and technology to improve clinical, operational and administrative processes.
- Represent the Morgan Unit on hospital committees, executive forums and external stakeholder groups, contributing to organisational strategy and service development.
- Participate in the Executive on Call roster and undertake additional responsibilities as delegated by the Executive Manager/Director of Nursing.

Client management & engagement (internal & external stakeholders):

- Foster a person-centred culture that promotes positive patient, family and carer experiences throughout the rehabilitation journey.
- Build and maintain collaborative relationships with internal and external stakeholders, including multidisciplinary teams, referral partners, SESLHD, NSW Health, Uniting and community providers.
- Promote the Morgan Unit and specialist rehabilitation nursing through professional networks, partnerships and service development opportunities.
- Respond effectively to patient, carer and stakeholder feedback, complaints and compliments, ensuring timely resolution and continuous service improvement.
- Engage consumers in service planning, evaluation and quality improvement activities to strengthen person-centred care.
- Communicate effectively and maintain regular reporting to the Clinical Operations Service Manager, Executive Team and relevant stakeholders regarding service performance, operational issues and improvement initiatives.
- Contribute to education, professional development and knowledge sharing across the organisation and broader rehabilitation community.

People management & teamwork:

- Lead, inspire and develop a high-performing nursing workforce that delivers safe, compassionate and evidence-based care.
- Develop leadership capability within the senior nursing team through coaching, mentoring, delegation and succession planning to support a sustainable leadership structure.
- Foster a positive, inclusive and collaborative team culture that values respect, accountability, wellbeing and continuous learning.

- Manage workforce planning, recruitment, onboarding, rostering, retention and succession planning to ensure a capable and sustainable nursing workforce.
 - Monitor workforce performance metrics to inform decision-making, identify improvement opportunities and support effective workforce planning and service delivery.
 - Provide leadership, coaching, mentoring and staff performance development, supporting staff to work to their full scope of practice and achieve professional goals.
 - Apply contemporary human resource management principles in consultation with the Clinical Operations Service Manager and Human Resources, ensuring timely management of performance, conduct and workplace issues.
 - Promote staff engagement, professional development, clinical supervision and completion of mandatory education and annual performance reviews.
 - Ensure mandatory training compliance is maintained across the nursing workforce, with systems in place to monitor completion, address non-compliance and support ongoing workforce capability.
 - Build strong interdisciplinary relationships and support effective communication, collaboration and shared decision-making across the multidisciplinary team.
 - Lead a positive Work Health and Safety culture by ensuring hazards, incidents and workplace risks are identified, managed and addressed promptly, while promoting staff wellbeing and psychological safety.
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KEY PERFORMANCE INDICATORS

Financial management & awareness:

- Human, physical and financial resources are effectively managed within approved budgets and organisational requirements.
- Workforce utilisation, rostering and leave management support safe, efficient and sustainable service delivery.
- Worked FTE, premium labour, leave management and workforce utilisation are monitored and managed within budget targets.
- Unit performance indicators, including occupancy, length of stay, functional outcomes, activity, private patient revenue and workforce metrics, are routinely monitored, reported via established organisational governance and improvement strategies implemented.
- Cost centre performance and financial governance processes comply with organisational policies and delegated authority.
- Maintain effective oversight of procurement, contractor arrangements, asset management and resource utilisation to support efficient and sustainable service delivery.

Operational processes:

- Safe, high-quality, person-centred rehabilitation services are consistently delivered in accordance with organisational and professional standards.
- Patient flow, occupancy and operational performance are proactively managed to support timely access, efficient rehabilitation and organisational priorities.
- Workforce deployment and workload management ensure safe staffing, appropriate skill mix and high-quality patient care.
- Compliance with clinical governance, infection prevention and control, Work Health and Safety profiling and legislative requirements are maintained.
- Accreditation readiness and compliance with National Safety and Quality Health Service Standards are maintained.
- Incidents, complaints and organisational risks are managed within required timeframes, with evidence of learning, quality improvement and continuous service improvement.
- Quality improvement initiatives demonstrate measurable improvements in patient care, service delivery and organisational performance.

- Digital systems, evidence-based practice and innovation are effectively utilised to enhance clinical and operational outcomes.
- Effective representation and contribution to hospital committees, executive initiatives and organisational priorities.
- Quality boards, safety rounding and departmental governance processes are embedded and routinely utilised to support patient safety, communication and continuous improvement.
- Regular departmental and ward meetings are conducted, with actions monitored and completed to support communication, governance and continuous improvement.

Client management & engagement (internal & external stakeholders):

- Positive patient, family and carer experiences are demonstrated through consumer feedback, engagement and service outcomes.
- Collaborative relationships are maintained with multidisciplinary teams, referral partners and internal and external stakeholders to support integrated, person-centred care.
- Consumer feedback, complaints and compliments are effectively managed and inform service planning, evaluation and continuous quality improvement.
- Effective communication, reporting and stakeholder engagement support informed decision-making and organisational objectives.
- Opportunities to strengthen service partnerships and referral networks are identified and progressed to support organisational growth and service delivery.

People management & teamwork:

- Visible and accessible leadership fosters staff engagement, collaboration and a positive workplace culture.
- Workforce metrics, including recruitment, vacancies, retention, turnover and succession planning, are monitored and actioned to support a capable and sustainable nursing workforce.
- Staff performance reviews, professional development, clinical supervision and mandatory education compliance are maintained in accordance with organisational requirements.
- Human resource matters are managed promptly, fairly and in accordance with organisational policies and legislative requirements.
- A positive, safe and inclusive workplace culture is promoted through staff engagement, wellbeing, Work Health and Safety leadership and psychological safety.
- Leadership capability is developed through coaching, mentoring, delegation and succession planning to support a high-performing nursing workforce.
- Strong interdisciplinary collaboration and effective communication support high-quality patient care, organisational priorities and continuous improvement.
- Regular departmental and ward meetings are conducted, with actions monitored and completed to support communication, governance and continuous improvement.

Work Health Safety and Welfare Requirements:

Staff work within, and are supported by, well-designed systems to deliver safe, high-quality clinical care. Staff are responsible for the safety and quality of their own professional practice, and professional codes of conduct. Staff will:

- Actively take part in the development of an organisational culture that enables, and gives priority to, patient safety and quality
- Actively communicate their profession's commitment to the delivery of safe, high-quality health care
- Model professional conduct that is always consistent with a commitment to safety and quality
- Embrace opportunities to learn about safety and quality theory and systems

- Embrace opportunities to take part in the management of clinical services
- Encourage, mentor and guide colleagues in the delivery of safe, high-quality care
- Take part in all aspects of the development, implementation, evaluation and monitoring of governance processes

Management

Managers advise and inform the governing body and operate the organisation within the strategic and policy parameters endorsed by the governing body. They are primarily responsible for ensuring that the systems that support the delivery of care are well designed and perform well. Managers will:

- Actively communicate the commitment of the health service organisation to the delivery of safe, high-quality care
- Create opportunities for the workforce to receive education in safety and quality theory and systems
- Model the safety and quality values of the health service organisation in all aspects of management
- Support clinicians who embrace clinical leadership roles
- Lead the development of business plans, strategic plans, and organisational policies and procedures relevant to safety and quality
- Integrate safety and quality into organisational plans, policies and procedures
- Set up effective relationships with relevant health services to support good clinical outcomes

PROFESSIONAL SKILLS AND KNOWLEDGE

Qualifications

- Current registration as a Registered Nurse with the Australian Health Practitioner Regulation Agency (AHPRA).
- Minimum five years' post-registration clinical experience, preferably within rehabilitation, acute hospital or aged care.
- Postgraduate qualification in health management, leadership or a related discipline, or demonstrated commitment to working towards one.

Skills, Knowledge & experience:

- Proven experience in the operational leadership and management of a clinical nursing service within a complex healthcare environment, delivering safe, high-quality and person-centred care.
- Demonstrated ability to lead, develop and manage a high-performing nursing workforce through effective workforce planning, recruitment, performance management and staff development.
- Demonstrated financial and business management capability, including resource management, service performance monitoring and data-informed decision-making.
- Demonstrated experience in clinical governance through the implementation of quality and safety systems that support accreditation and Work Health and Safety requirements.
- Highly developed communication, negotiation and stakeholder engagement skills, with the ability to build collaborative multidisciplinary relationships, manage conflict and lead organisational change.
- Demonstrated experience leading change, innovation and continuous service improvement within a complex healthcare environment.

Employee Name:		Managers Name: Title	
Date:		Date:	
Signature:		Signature:	

JOB DEMANDS CHECKLIST

Job Title: NUM
 Department: Morgan Ward
 Assessor: Jane McGuire
 Date of Assessment review: July 2028

Service/Unit: War Memorial Hospital
 Manager / Supervisor: Service Manager/DDON
 Date of Assessment: July 2026

Definitions:

★ Denotes a critical requirement of the job

Frequency

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

CRITICAL ★	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sitting 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					
	Crawling Moving by crawling on knees & hands to perform tasks	X					
	Leg/ Foot Movement Use of leg and or foot to operate machinery	X					
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding		X				
	Lifting/ Carrying		X				
		X					
	Light lifting & carrying – 0 – 9kg						
	Moderate lifting & carrying – 10 – 15kg	X					
	Heavy lifting & carrying – 16kg 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 body	X					
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)	X					
	Hand & Arm Movements Repetitive movements of hands & 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				
CRITICAL ★	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen				X		
	Hearing Use of hearing is an integral part of work performance e.g. telephone enquiries				X		
	Smell Use of smell is an integral part of work performance e.g. working with chemicals		X				
	Taste Use of taste is an integral part of work performance e.g. food preparation	X					
	Touch Use of touch is an integral part of work performance		X				

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people e.g. emergency or grief situations		X				
	Aggressive & uncooperative people e.g. drug/alcohol, dementia, mental illness		X				
	Unpredictable people e.g. dementia, mental illness and head injuries		X				
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations e.g. child abuse, viewing dead/mutilated bodies	X					
CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	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 e.g. dry chemicals, glues						X
	Noise Environmental/background noise necessitates people to raise their voice to be heard		X				
	Inadequate lighting Risk of trips, falls or eyestrain						X
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	Extreme temperatures Environmental temperatures are < 15°C or > 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 & falls						X
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks	X					
	Biological hazards e.g. exposure to body fluids, bacteria, infectious diseases	X					

Additional Position Requirements/Demands Summary: From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: Date:/...../20.....

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

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Signature of Employee: Date:/...../20.....