Position Description

Position title	Nurse Unit Manager
Department / Division	Banksia / Mental Health / Medicine
Classification	AG11
Position reports to	Operational: General Manager, Mental Health Professional: Director of Nursing, Mental Health
Direct/ Indirect Reports	Direct: approx 50 reports
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is A world where all kids thrive. RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts. RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of $850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE CONTEXT

The RCH Mental Health Department is a level 5 tertiary infant, child and family area Mental Health and Wellbeing service that comprises community and hospital-based multidisciplinary teams and inpatient ward. The Nurse Unit Manager (NUM) Banksia provides leadership and management of an acute care inpatient mental health service for young people from 12- 18 years. The role ensures the provision of safe, evidence-based, recovery-oriented care within the framework of the relevant legislation, and organisational policy. Working in partnership with young people, families/carers, and multidisciplinary teams, the NUM promotes engagement, emotional safety, and positive outcomes. The role requires balancing clinical expertise with operational efficiency, driving service improvement, and fostering collaborative relationships.

ROLE PURPOSE

The Nurse Unit Manager (NUM) effectively leads and manages a team in a designated ward, unit or service. The NUM is responsible for enabling a positive work environment and ensuring the delivery of high-quality patient and family centred care, that, contributes to the overall efficiency of the organisation. The NUM has overall governance of the operational, nursing, and performance management – financial, human, quality and safety and access.

KEY ACCOUNTABILITIES

Clinical Practice

- Provide active and visible leadership to support safe, high quality, evidence-based nursing care
- Ensure compliance with organisational policies, regulatory standards, and professional codes of conduct
- Monitor and identify areas for improvement, and implement strategies to enhance patient safety, clinical outcomes and patient and family experience measures
- Advocate for the rights and preferences of patients, ensuring that care is delivered with compassion, cultural sensitivity, and respect for diversity

Optimising Health Systems

- Management of unit / ward / service operations to ensure ongoing financial sustainability and service delivery efficiencies by maintaining the budget, driving process improvements and implementation of strategic initiatives
- Effective staffing and workforce management with consideration of long-term strategies for recruitment, retention, ward acuity, skill mix maintenance and leave planning
- Utilise analytics to report on activities, patient outcomes, quality indicators, national standards and key performance indicators
- Utilise data to evaluate nursing care and health outcomes providing the opportunity to influence health service management and planning
- Facilitate effective communication and collaboration between stakeholders to ensure operational challenges and opportunities are actioned
- Maintain quality and integrity of the team by ensuring competence and adherence to regulatory requirements, this includes, annual review of staff performance, credentials, and

scope of practice

Education

- Ensure completion of regular performance evaluations to provide constructive feedback, and identify opportunities for professional growth and development of nurses within the team
- Collaborate with the education teams to identify training needs and promote education programs
- Support and promote continuing professional development and qualifications
- Foster a culture of mentorship and encourage staff members to seek mentorship relationships
- Maintain currency with evidence-based practices and educational resources relevant to the workforce

Research & Improvement

- Foster a culture of continuous quality improvement and build capacity within the team to recognise and undertake improvement opportunities
- Monitor clinical outcomes, collaborate with the healthcare team, and implement changes to enhance patient safety and quality care
- Maintain currency of nursing research, best practice, and industry trends
- Ensures ward / unit / service participation and contribution to relevant organisational committees

Professional Leadership

- Act as a positive role model and uphold professional conduct
- Provide strong leadership, guidance, and support to nursing staff, promoting a positive and collaborative culture
- Promote and develop a dynamic, flexible, resilient, and skilled workforce through effective staff management, professional development and career progression opportunities
- Promote teamwork, collaboration, and effective communication among teams and encourage a supportive and respectful work environment
- Collaborate with key internal stakeholders to develop and implement initiatives that align with the RCH strategic plan and organisational priorities

QUALIFICATIONS AND EXPERIENCE

Essential:

- Current registration as a Registered Psychiatric Nurse with the Nursing and Midwifery Board of Australia (NMBA) administered though the Australian Health Practitioner Regulation Agency (APHRA)
- Demonstrated commitment to ongoing personal and professional development, as evidenced in a Continuing Professional Development (CPD) record/Professional Practice Portfolio (PPP)
- Relevant post graduate qualification in Mental Health Nursing
- Knowledge of Mental Health and Wellbeing Act 2022
- Management / leadership experience

Desirable:

- Masters qualification
- Education or training in leadership and management

KEY SELECTION CRITERIA

- Commitment to ensuring safe, quality care for all patients and their families
- Well-developed leadership skills, including the ability to effectively motivate, and collaborate with a multidisciplinary team
- Demonstrated ability to engage, influence and negotiate with key stakeholders
- Knowledge of Australian Commission on Safety and Quality National Standards
- Excellent communication skills, both verbal and written, to effectively interact with staff, patients, families, and other healthcare professionals
- Ability to lead and influence others, delegate tasks, and promote teamwork and staff engagement
- Proficiency in healthcare management principles, including resource allocation, budgeting, and staffing
- Flexibility and adaptability to respond to changing situations and demands within the healthcare environment
- Proficiency in health information systems, technology, and digital platforms

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated	**November 2026**