

Position Description

Position title	Hospital Manager
Department / Division	Access & Clinical Operations
Classification	After Hours Coordinator (8A Campus) – NM5A (ZC7)
Position reports to	General Manager, Hospital Operations
No. of direct & indirect reports	n/a
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
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>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.</p> <p>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.</p> <p>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/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE CONTEXT

The Hospital Manager is responsible for all onsite management, including coordination of available resources and decision making. The role is the primary escalation contact for all after-hours hospital management issues. As the senior nurse on site, the Hospital Manager provides leadership, and support to all RCH staff including the After-Hours Clinical Nurse Lead and Medical Lead.

The Hospital Manager attends all emergency codes and contributes to the planning and response.

The Hospital Manager is responsible for escalation to executive on call regarding any situation that has an impact on clinical service or is related to external agencies including Child Protection, DFFH and Victoria Police.

The Hospital Manager ensures the after-hours operational efficiency of the organisation is optimised within the legislative and key performance targets including safe and timely patient flow, bed utilisation, and staffing resources.

ROLE PURPOSE

The Hospital Manager is a senior nursing leader who provides operational oversight to ensure continuity of operations of the RCH health service after hours. This role serves as the primary point of contact for all operational, clinical and administrative matters outside of regular business hours, providing leadership, support and decision making to ensure the delivery of high-quality, timely patient care.

KEY ACCOUNTABILITIES

Clinical Practice

- Comprehensive clinical knowledge and skills, in the assessment and management of patients
- Collaborate and consult with healthcare teams, patients and families/carers to facilitate patient flow
- Liaise with key external and internal stakeholders, providing guidance and strategies to support safe and timely access to health care and achievement of access targets
- Act as a resource for all staff across RCH, patients and their families
- Assist in the delivery of safe patient care by liaising with the associate nurse unit managers and supporting ward areas with appropriate resources including staffing
- Responsible for quality control for nursing services delivered and allocation of staffing
- Maintain an awareness of patient/nurse dependency planning the safe co-ordination of staff and patients, that aligns to the Safe Patient Care Act

Optimising Health Systems

- Effectively use information systems to manage hospital operations, resource allocation, patient flow and coordination
- Collaborate to optimise bed utilisation within the parameters of the budgeted bed plan and ensure appropriate patient placement, escalating to the Executive on-call where appropriate

- Promote and support a culture of continuous improvement with consideration of policies, regulations, and accreditation standards
- Together with the Chief Warden (security), responsible for coordination of clinical staff and patient movement in the event of an emergency
- Co-ordinate and maintain appropriate nursing staff levels through consultation with associate nurse unit managers, redeploying staff and engaging nurse bank employees/agency staff as required
- Manages mortuary access after-hours when necessary for coronial or religious indications
- Identify barriers and changing patient demands impacting patient flow and initiate solutions within the resources available to support timely, safe patient access
- Support and leads debriefs post critical events and incidents

Education

- Accountable for ensuring knowledge and skills are current with best practice
- Foster a learning environment that supports ongoing education and professional growth
- Remain current with resources relating to emergency and disaster procedures
- Provide guidance and support to staff members involved in emergency situations, promoting adherence to established procedures and best practice

Research and Improvement

- Collaborate with the healthcare team, and implement changes to enhance patient safety and quality care
- Contribute to audits, risk assessments, and incident management to maintain a culture of continuous improvement
- Utilises analytical skills to access and evaluate health information and evidence
- Active involvement in the preparation, review, maintenance and implementation of emergency disaster plans

Professional Leadership

- Communicate professionally and clearly with team members, patients, and their families and with all other health professionals to foster a culture of teamwork, respect and shared responsibility.
- Role model professionalism and uphold ethical conduct and nursing excellence as demonstrated through stakeholder relationships, feedback, performance and outcomes
- Provide strong leadership, guidance, and support to nursing staff, promoting a positive and collaborative culture to ensure the nursing profession is represented in decision making
- Facilitate the resolution of public relations issues as they arise with key stakeholders.
- Ensure necessary escalation, approvals and information are discussed with and reported to the relevant key stakeholders.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Current registration as a Registered Nurse with the Nursing and Midwifery Board of Australia (NMBA) administered through the Australia Health Practitioner Regulation Agency (AHPRA)
- Demonstrated commitment to ongoing personal and professional development as evidenced in a Continuing Professional Development (CPD) record/Professional Practice Portfolio (PPP)
- Demonstrated extensive clinical nursing experience
- Demonstrated extensive nursing leadership experience (previous ANUM or NUM level)

Desirable:

- Paediatric nursing experience
- Relevant post graduate qualification (or willing to work towards)
- Experience with patient administration and information systems
- Knowledge of relevant legislation and acts
- Emergency and Hospital Incident Management training

KEY SELECTION CRITERIA

- Demonstrated advanced clinical knowledge and understanding of patient flow and bed management principles, public hospital activity targets and key performance indicators i.e. NEAT/NEST
- Excellent communication skills, both written and verbal, with the ability to convey complex clinical information to a diverse audience
- Proficient use of devices, information systems and technology
- Proven ability to lead and adapt to change within a dynamic healthcare environment
- Proven ability to collaborate effectively with interdisciplinary teams, fostering a culture of teamwork and shared responsibility for patient care
- Demonstrated excellent time management and organisational skills
- Proven ability to apply advanced clinical reasoning and critical thinking skills to complex and competing patient care situations
- Demonstrated advocacy for best practice in health care and commitment to providing patient and family centred care
- Ability to work well under pressure and be flexible to changing priorities and environment
- Evidence of ongoing professional development and a commitment to staying abreast of current evidence-based practices

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

March 2025