

# Position Description



<b>Position Title:</b>	<b>Hospice Manager</b>
<b>Location:</b>	Monash Children's Hospital – August 2021 for 12-18 months Malvern – upon conclusion of new Hospice build
<b>Department</b>	Hospice
<b>Reporting To:</b>	General Manager – Service Delivery & Improvement
<b>Main Purpose of Position:</b>	The primary role of the Hospice Manager will be to promote and evaluate the delivery of best practice child and family centred care and provide clinical leadership, operational management, and strategic direction for the hospice team at Very Special Kids Hospice.
<b>Direct Reports</b>	Senior Nurses Clinical Nurse Educator Allied Health Intake & Assessment Coordinator Registered Nurses Personal Care Workers
<b>Decision Making Authority</b>	As per Very Special Kids' Delegation of Authority
<b>Key Relationships</b>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• CEO</li> <li>• General Manager Service Delivery &amp; Improvement</li> <li>• Chief Medical Officer &amp; Visiting Medical Officers</li> <li>• Quality Improvement Officer</li> <li>• Family Support Team Manager</li> <li>• Hospice Volunteer Coordinator</li> <li>• Hospice staff &amp; Family Support team</li> <li>• Fundraising &amp; Marketing team</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Referral sources including Royal Children's Hospital, Monash Medical Centre and Victorian Paediatric Palliative Care Program and Community health care providers</li> <li>• Royal Flying Doctors Service</li> <li>• CATA</li> <li>• Very Special Kids' families</li> <li>• Acute and community health care professionals providing care to families</li> </ul>

<p><b>Key Selection Criteria</b></p>	<p><b>Qualifications/ Education Training and Work Experience</b></p> <ul style="list-style-type: none"> <li>• Current AHPRA Registered Nurse registration</li> <li>• 5 + years' nursing experience relevant to the position</li> <li>• A minimum of 3+ years of experience in a management role in a healthcare setting</li> <li>• Tertiary qualification in related field in either paediatric nursing or palliative nursing preferred</li> <li>• Previous experience working in an interdisciplinary team including volunteers preferred</li> <li>• Considerable experience working with families within a health setting and commitment to the provision of family centred care preferred</li> </ul> <p><b>Knowledge and Skills</b></p> <ul style="list-style-type: none"> <li>• Demonstrated leadership skills including building and leading high performing teams, stakeholder relationship management, change management, conflict resolution, negotiation</li> <li>• Strong communication skills with experience leading diverse work teams, engaging community partners and working with a CEO and Board of Directors</li> <li>• Well-developed problem solving and issue resolution skills</li> <li>• Demonstrated ability to work effectively both independently and in a team</li> <li>• Willingness to embrace change and ability to manage the change process</li> <li>• Understanding of rostering guidelines</li> <li>• Understanding of budgeting and financial management</li> <li>• Understanding of contemporary issues in clinical practice and excellence and demonstrated commitment to using source material to inform and introduce best practice</li> <li>• Demonstrated commitment to ongoing professional development including leadership in education and training experience in the nursing sector will be highly regarded</li> <li>• Intermediate proficiency in MMS Office 365 Outlook, MS Teams, Word, Excel and Powerpoint</li> </ul> <p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal, communication and presentation skills, both written and verbal, and a proven track record in engaging with a range of stakeholders.</li> <li>• Ability to work well under pressure and be flexible to changing priorities and environment.</li> <li>• Growth mindset with the ability to actively listen, process feedback, reflect, learn and help others learn</li> <li>• Authentic and visible leadership style that engenders trust and motivates behaviours that will help deliver our strategic goals</li> <li>• Demonstrated high levels of initiative and self-actualisation</li> <li>• Passionate about Very Special Kids' purpose and ability to promote and communicate the mission and values of Very Special Kids to external and internal stakeholders.</li> </ul> <p><b>Values</b></p> <p>All employees are required to demonstrate the VSK Values:</p> <ul style="list-style-type: none"> <li>• Respect - by recognising the individual, welcoming diversity and nurturing choice</li> <li>• Collaboration - by building connections, strengthening relationships and partnering</li> <li>• Community - by creating supportive relationships and a sense of belonging</li> <li>• Compassion - by being welcoming and showing warmth, hope and empathy</li> <li>• Learning - by enhancing and sharing our skills, experiences, knowledge and wisdom</li> </ul>
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	<ul style="list-style-type: none"> <li>Integrity - by acting ethically, honestly, fairly and with accountability</li> </ul>
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## Key Areas of Responsibility

### Hospice Leadership

### Key Performance Indicators

Oversee the day-to-day operation of the hospice team in accordance with documented policy and procedure and policy framework ensuring the team have clear operational guidelines.	<p>Staff are consulted, provided with direction and supported on an ongoing basis.</p> <p>Service operational guidelines in place.</p>
Cost effectively manage human resources, rostering practices and clinical resources/equipment in accordance with enterprise agreement entitlements and department budget.	Hospice services delivered within approved budget. The development of a devolved budget process
Responsible for the attraction, retention and development of nursing staff, workforce planning and resource management within the Hospice	<p>All staff are appropriately qualified and skilled to perform their roles.</p> <p>Staffing numbers and mix of skills enable successful filling of roster.</p>
Manage and participate in the operational leadership, supervision and support of the Hospice Team staff including the implementation of performance appraisals and professional development plans.	<p>All staff receives regular supervision, annual performance appraisals and professional development plans.</p> <p>Group clinical supervision in place.</p>
Manage and monitor activities and workload of Hospice Team staff. Support the roster allocation of staff.	Cohesive allocation of staff resources
Promote a positive working environment and culture within the Hospice Team. Ensure all staff comply with professional ethics and codes of conduct.	Employee Engagement Survey Results. Annual team building activities organised. 70% staff retention rate.
Promote integrated working relationships within all areas of VSK.	Evidence of Hospice integration through attendance at events and communication across the organisation.
Responsible for the ongoing development of integrated work practices across service delivery and participate in formal organisational strategic and operational planning.	Participation in the development of service plans.

### General Management

### Key Performance Indicators

Provision of clinical nursing leadership, problem solving, decision making and communication ensuring promotion of Child Safe Practises.	A family centred care and effective clinical environment provided for staff and families.
Provide change leadership to deliver service and quality of care improvements	Transition from Monash Children's Hospital into the newly built Hospice in Malvern inline with project and workforce planning KPIs.
Participate in Manager Meetings as well as relevant committees and working parties	Statistical information and papers reported
Review legislative compliances and changes	Achievement of Accreditation/compliance

	with National Standards and inspections.
Manage complaints and grievances of a clinical or patient/family oriented nature, complying with open disclosure principles and implement conflict resolution initiatives as required	Complaints managed in a timely manner.
Ensure facilities and equipment are of the most appropriate and best possible standard	Equipment purchased meets paediatric palliative care requirements. Maintenance and servicing schedules in place and audited.
Design, implement and evaluate Clinical Quality Improvement activities, in collaboration with the Quality Improvement Officer	Clinical Quality continuous Improvement activities implemented and evaluated
Fundraising collaboration and support	Fundraising applications developed, acquitted and expenses tracked. Budgets managed inline with funding agreements.
Network with external bodies including hospitals, community service providers, the Department of Human Services and represent Very Special Kids on relevant committees and working parties to share our expertise and credibility in family centred paediatric palliative care.	Participation on Disability and Palliative Care Forums, Community /Hospital case planning meetings. Requests and opportunities to present expertise have increased and been undertaken. Opportunities for value-adding partnerships have been pursued/built/strengthened.

### Clinical Excellence

### Key Performance Indicators

Review and maintain evidence-based clinical practice guidelines and take lead role to initiate the development and review of clinical policies and guidelines to guide quality care for admitted children and their families.	Clinical practice complies with relevant regulations, code of conduct and statutory requirements as stipulated by ACHS, the Nursing and Midwifery Council and the Australian Health Practitioners Regulation Agency. Policies and procedures up to date, and staff trained
Oversee the educational framework for nursing practice in the hospice setting.	A highly trained, successful and engaged nursing and support staff team that is positioned to provide clinical leadership in the external palliative care environment. Evidence annual competencies are updated ensuring skills and knowledge of assessment, care planning and evaluation as well as the ability to provide health care interventions are maintained.
Lead on matters of nursing practice and education, driving excellence through maintaining high personal standards of knowledge and practice.	High standards of clinical care supported by an engaged, educated, respectful team working in an environment of trust.

	Supportive nurturing nursing environment delivered.
Lead, in collaboration with the Intake & Assessment Coordinator the allocation and monitoring of patient admissions.	Safe admission and patient care by careful acuity mixing. A fair application of bed nights to eligible families.  Family Support Team engagement to ensure collaborative admissions process.
Contribute to delivery of all ACHS requirements including systems related to safe practice, incident management, OHS, administration, client care and data collection.	Ongoing accreditation with NSQHSS maintained.  Measures are implemented to evaluate the safety of work practices with correction and reporting of non-compliance in accordance with Very Special Kids policies and procedures  Reporting of actual or near miss events are reported in accordance with Very Special Kids policies and procedures
Assist in the implementation and execution of audit schedules.	Participation in audits and timeframes as required.
Accept responsibility for the professional development of self and the enabling/mentoring of student placements and team members	Own work performance and learning needs are identified The clinical supervision and mentoring of student placements is provided.

### Quality, Safety and Improvement

<p>VSK Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> <li>• Acting in accordance and complying with all relevant Safety and Quality policies and procedures</li> <li>• Identifying risks, reporting and being actively involved in risk mitigation strategies</li> <li>• Participating in and actively contributing to quality improvement programs</li> <li>• Complying with the requirements of the National Safety &amp; Quality Health Service Standards</li> <li>• Complying with all relevant clinical and/or competency standards</li> <li>• Complying with the principles of Patient and Family Centred Care that relate to this position</li> </ul>
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<b>Conditions of Service</b>	
Hours	1.0 EFT. Full time working hours are 75 hours per fortnight. Position may require out of hours work.
Other	Current driver's licence (if required)
Salary Package	Competitive salary, plus superannuation and NFP salary packaging..
Tenure	Permanent position after completion of six months probationary period.
General	Employment with Very Special Kids will be subject to a satisfactory Police Check and a Working with Children Check.

**Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.**

<b>Approvals</b>	
Created by:	Angie Dredge & Katrina Hall
Approved by:	Angie Dredge
Date of Last update:	06/07/2021