

Nursing & Midwifery



Nurse Manager – Operational Commissioning Lead

Job Ad Reference:	MSTP571417		
Status:	Temporary Full Time / Part Time <i>(Future vacancies of a temporary, full time or part time nature may be accommodated within this role)</i>		
Unit/Department:	Service Expansion, Strategy & Planning, Metro South Hospital and Health Service		
Location:	The position will be primarily based at Garden City Office Park, Eight Mile Plains, Metro South Hospital and Health Service, as well as: <ul style="list-style-type: none"> ▪ QEII Hospital, Coopers Plains, Metro South Hospital and Health Service, or ▪ Princess Alexandra Hospital, Woolloongabba, Metro South Hospital and Health Service ▪ Redland Hospital, Cleveland, Metro South Hospital and Health Service ▪ Logan Hospital, Meadowbrook, Metro South Hospital and Health Service <i>(This position may be required to work across other areas of Metro South Health.)</i>		
Contact:	Tracey Brook 07 3564 0031	Salary range:	\$66.86 to \$72.59 per hour
Classification:	Nurse Grade 7	Closing date:	12 th December 2024
Online applications:	https://metrosouth.health.qld.gov.au/job-vacancies		

*Applications from third parties will not be accepted**

Our Vision

To be renowned worldwide for excellence in health care, teaching and research.

Our Objectives

- Creating jobs and a diverse economy
- Delivering quality frontline services
- Protecting the environment
- Building safe, caring and connected communities

Our Purpose

To deliver high quality health care through the most efficient and innovative use of available resources, using planning and evidence-based strategies.

Our Values:

Our ICARE² values of Integrity, Compassion, Accountability, Respect, Engagement and Excellence, shape our culture within Metro South Health. Our values guide our day-to-day decision making and are fundamental to what we care about as a health service, how we behave, how we interact with each other and provide care to the many patients who come through our doors every day.

We care about you

Endorsed by the MSH Nursing and Midwifery
RD Panel Review Committee
Version: as at Sept2021 v4 | Review date: April 2021



Queensland
Government



INTEGRITY

We are authentic, truthful, and transparent, and strive for equity for all.



COMPASSION

We care for one another and ourselves with empathy, kindness and support.



ACCOUNTABILITY

We are accountable for our decisions, actions and behaviour.



RESPECT

We foster an environment of safety, civility, and inclusion.



ENGAGEMENT

We are one team working together to achieve our best outcomes.



EXCELLENCE

We empower each other and inspire innovation to deliver excellence.

Purpose of the Role

The Nurse Manager: Operational Commissioning Lead role provides coordination and guidance in relation to nursing management practises by enabling and supporting health infrastructure planning, operational commissioning, and/or portfolio management activities working in collaboration with other key stakeholders supporting the project in overall efficient and effective management, benchmarking, maintaining standards and optimising patient/project outcomes.

The role will lead and contribute to health infrastructure planning, the change, transition, and operational commissioning for designated clinical and support services to ensure a smooth and safe transition to new / refurbished services at facilities within MSH. The role will work very closely with the relevant project team within the Service Expansion, Strategy and Planning (SESP) Division and hospital services to ensure their preparedness for the new and expanded facilities.

- Lead and participate in flexible team structures that comprise staff from across Metro South Health and external partners to achieve specified project outcomes that reflect project goals and objectives.
- Establish and maintain mutually productive relationships with both internal and external stakeholders to advance project outcomes.
- Lead the planning and development of clinical and support service models, planning activities and models of care / service delivery for SESP projects to ensure the provision of quality, cost effective patient care, utilising the principles of patient safety, risk management and quality improvement.
- Coordinate benefits realisation implementation and management, ensuring benefits are realised through operational commissioning activities.
- Facilitate lessons learnt processes to ensure continuous improvement.
- Work in collaboration with stakeholders, consultants and contractors to facilitate the development of the internal design of clinical and support areas in the scope of the project to ensure the design meets clinical and service needs.
- Undertake project management activities by developing commissioning plans; formal project plans (and other plans as required); budgets; and supporting documentation, records, briefs and registers (including lessons learned, risk and issues registers, impact and readiness assessments).
- Proactively identify and manage risks and issues and develop treatment/resolution plans, exercising influence to achieve results and escalating through project governance as required.
- Facilitate the implementation of the principles of 'Lean Thinking' for clinical and support services delivery and services re-design through a process of education, training, and example.
- Plan, assist, coordinate and/or deliver hospital operational commissioning and readiness activities including:
 - Developing evidence-based models of care, models of service delivery and workforce plans for clinical and non-clinical services.
 - Development of operational briefs
 - Reviewing business processes, policies, and procedures
 - Design and Furniture, Fitting and Equipment (FFE) reviews and testing.
 - Relocation, staging and decanting plans.
 - Move planning and logistics.
 - Defects management
 - User acceptance testing – clinical, BEMS/BTS
 - ICT end-to-end tests

- Stocking / imprest
- Functional and operational testing of clinical and non-clinical equipment and systems.
- Scenario testing
- Operational readiness assessments
- Decommissioning
- Clinical testing and handover

Autonomy

- Advanced level of autonomous clinical and professional practice.
- Advanced level of decision making in collaboration with a multi-disciplinary team.
- Undertake operational leadership.
- Work collectively to apply the principles of clinical governance.
- Apply professional and clinical expertise in collaboration with nursing and multi-disciplinary stakeholders.
- Responsible for enacting strategies that support a work-based culture that promotes and supports education, learning, research and workforce development.

Context

- This role reports operationally to the Senior Director.
- This role reports professionally to the ADON Operational Commissioning.
- Staffing and budget responsibilities:
 - Throughout the lifecycle of the project there may be other supporting roles that require day to day management through this position.
 - This role does not have direct budget responsibilities outside of the appropriate fiscal decision making within commissioning activities.

Your Key Responsibilities

Fulfil the responsibilities of this role in accordance with Schedule 2, Nurses and Midwives (Queensland Health) Award - State 2015 – Generic Level Statements (GLS) Nurse Grade 7 and the Queensland Health and Metro South Health (MSH) commitments and values, in achievement of the organisational goals and Domains of Practice.

Domain 1: Direct comprehensive care or provision of direct care

- Accountable for Nursing and Midwifery Board of Australia (NMBA) and own standards, actions and the outcomes of own nursing practice, professional advice given and for all delegated activities.
- Lead the management, application and evaluation of contemporary human, material and financial resource management within the health care team environment.
- Ability to work effectively in the health care team, organise work priorities, provide nursing leadership and review models/work practices and patient care processes that support the continuum of care.
- Apply critical thinking and reasoning, advanced problem-solving skills and expert clinical and non-clinical judgement in supporting the overall management of the service.
- Work collaboratively with the healthcare team and others to create a positive practice environment that achieves best practice outcomes for patients and or service.
- Plan and deliver strategies and/or processes that result in the effective and efficient management of data/resources/finances with regular evaluation to confirm validity and integrity.
- Responsible for providing safe, compassionate care, integrating the nursing and midwifery Professional Practice Model, quality frameworks (Magnet® or Pathway to Excellence®) and Person-Centred Care approaches of caring for each patient's psychological, social, emotional, spiritual, and physical care needs. This supports achievement of best clinical practice and individualised patient care and outcomes.

Domain 2: Support of Systems

- Support the integration of key objectives from the Metro South/Divisional strategic and operational plans and clinical service profiles into service delivery for the relevant unit/departments.
- Apply and adhere to organisational policies, including policies relating to human resources, work health and safety, and finance including the Business Planning Framework.
- Provide timely, accurate, innovative and high standard of support for quality processes including data accuracy and analysis, comprehensive reports resulting in sustainable quality improvements and outcomes.
- Lead change through service-wide quality, risk management and service improvement activities and support best practice information technology and other support solutions.

- Role model and lead the provision of safe quality care and practice in meeting the National Safety and Quality Healthcare Standards and other standards for healthcare including benchmarking.
- Coordinate mentoring, preceptorship, role modelling and promote the value of nursing within the healthcare team in the SESP Division.
- Support the management of the performance and development planning of self and staff reporting to the position.
- Responsible in ensuring the optimisation of resources, decision making within delegation, and reporting and recommending solutions to manage variances to senior management as applicable.
- Assist the Senior Directors in the coordination of and lead the development and implementation of systems to monitor strategies to ensure continual compliance to safety, quality and risk management legislative standards, required to maintain the organisation's accreditation status.
- Coordinate, develop, implement, and monitor quality systems, aligning evidence-based practice with quality frameworks including benchmarking with like services with the goal of achieving excellence in practice and improved service delivery.
- Maintain reporting mechanisms against key performance indicators, identify and provide recommendations or actions for addressing deficiencies and variances.
- Ensure coordination and compliance with clinical auditing and clinical incident management in collaboration with relevant stakeholders and ensure outcomes are communicated and acted upon accordingly within agreed timeframes.

Domain 3: Education

- Participate in the ongoing professional development of self and others at a high level.
- Participate in the development and sustainability of a culture of learning resulting in a capable and educated nursing workforce.

Domain 4: Research

- Practise within an evidence-based framework and initiate quality improvement and research activities within SESP projects
- Coordinate, develop, implement, translate and evaluate practice standards using an evidence-informed approach to improve service outcomes.
- Work closely with research partners to identify opportunities for research.

Domain 5: Professional Leadership

- Promote and initiate innovative practice change to meet emerging service needs.
- Demonstrate advanced application of clinical and professional leadership.
- Contribute to organisational key objectives and performance indicators.
- Utilise advanced, effective communication, negotiation skills and influence the culture towards a common vision, direction and ethical framework.
- Maintain a contemporary knowledge of services, MSH and state level through continuous environmental scanning/clinical redesign to ensure community priorities are addressed using the best available evidence.

Mandatory qualifications, professional registration and other requirements

- Appointment to this position requires proof of qualification and registration with the Nursing and Midwifery Board of Australia (NMBA) as a Registered Nurse/Midwife (RN/M). Certified copies of the required information must be provided to the appropriate supervision/manager prior to the commencement of employment.
- Whilst not mandatory, Bachelor of Nursing/Midwifery would be well regarded in line with the Australian Qualification Framework and Magnet®/Pathway to Excellence® principles.
- Experience using a project management methodology or commissioning experience within a healthcare setting is highly desirable.
- A post graduate qualification or currently enrolled in a post graduate program in a relevant area of study is highly desirable.
- This position requires the incumbent to operate a class C motor vehicle, and an appropriate licence endorsement to operate this type of vehicle is required. Proof of this endorsement must be provided before commencement of duty.
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)):
 - measles, mumps, rubella (MMR)
 - varicella (chicken pox)
 - pertussis (whooping cough)
 - hepatitis B

- All employees are required to complete mandatory training and competencies in accordance with MSH policies and procedures.

How will you be assessed?

Applicants will be assessed on their ability to demonstrate a range of key personal qualities, capabilities, experience and knowledge within the context of the role's responsibilities of the Domains of Practice and specialist clinical knowledge:

Domain 1: Direct comprehensive care or provision of direct care	<ul style="list-style-type: none"> Demonstrate advanced knowledge skills and ability in identifying health priorities for contemporary care and practice and accountability for person centred care.
Domain 2: Supports of Systems	<ul style="list-style-type: none"> Demonstrate responsibilities required in the development, implementation and evaluation of policies, procedures, guidelines and standards of care. Demonstrate competence in human, material and financial resource management practices including the Business Planning Framework. Demonstrate understanding and application of trending and benchmarking data and decision making and escalation to improve patient outcomes.
Domain 3: Education	<ul style="list-style-type: none"> Demonstrate effective workforce development strategies in the capacity and capability building of staff through the lifelong learning framework.
Domain 4: Research	<ul style="list-style-type: none"> Demonstrate knowledge and application of evidence-based practice and research activities in the provision of safe quality healthcare provision.
Domain 5: Professional Leadership	<ul style="list-style-type: none"> Demonstrate leadership skills in participating in innovation and change to develop emerging service needs. Demonstrate honesty, integrity and respect for all patients, carers and staff.
Clinical/Specialist/Technical Knowledge	<ul style="list-style-type: none"> Demonstrate advanced knowledge of contemporary nursing theory, practice, treatments and outcomes. Strong leadership in multidisciplinary health projects with a demonstrated understanding of operational commissioning within a complex health infrastructure environment. High level of achievement in leading, managing and completing complex clinical redesign, operational commissioning or capital projects in ambiguous and demanding environments. High level research, analytical and problem-solving skills. Ability to design and implement innovative solutions for complex planning, clinical and workforce issues. Proven highly developed communication and interpersonal skills, including leading complex negotiations and orchestrating complex change.

How to Apply

Please provide:

- A written response** (maximum 1–2 pages, dot points acceptable) on how your personal qualities, capabilities, experience and knowledge will enable you to achieve the key behaviours and responsibilities of the Domains of Practice and specialist clinical knowledge.
- Your current CV or resume, including two referees.** You must seek approval prior to nominating a person as a referee. Referees should have a thorough knowledge of your work performance and conduct, and one should be your current/immediate/past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel.

- **If you receive notification of an interview**, please bring the following documentation as it is required to expedite the employment process if needed (do not send this information with your application):
 - Current passport or birth certificate and Australian driver licence/Australian student photo ID/Proof of age card
 - Australian driver licence, Australian student photo ID card, proof of age card, Australian citizenship certificate, Medicare card or utility bill, Blue Card working with children check (provide two if not included above)
 - Proof of qualifications and/or proof of any current enrolments
 - Any vaccination evidence (if applicable)
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact person.
- Applications will remain current for 12 months or for the duration of the vacancy. Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Only those persons eligible to work in Australia may be employed by Queensland Health. Prospective employees are required to provide proof of identity and documentary evidence of their [right to work in Australia](#).

Your Future Employer Unit Profile:

The Service Expansion, Strategy & Planning unit oversees the delivery of Capacity Expansion Projects (CEP) across Metro South. The CEPs will enhance our clinical services and improve facilities for the Metro South community in one of the fastest growing regions in the state.

It will increase healthcare services available, which means the local community can be treated nearer to their home.

The new and refurbished facilities will be designed to provide a contemporary, comfortable environment for our patients and visitors.

Metro South Health is [Australia's first digital health service](#) and one of the largest and in Queensland, with an estimated residential population of approximately one million people or 23 per cent of Queensland's population.

Metro South Health is situated in the South-East corner of Queensland from the Brisbane River in the north to the Redland City Council in the east, and to the Scenic Rim Shire down to the border of New South Wales in the south-west. It is the most culturally diverse area of Queensland with 28.5% of the community born overseas and 16% from non-English speaking countries.

Person Centred Care

Metro South Health is committed to providing Person-Centred Care. Our patients and their families are important members of the healthcare team to ensure care matches their values, preferences and goals. Our patients, families and community are also key partners in the development and implementation of high quality services. MSH aims to continually improve the quality and safety of its health services through partnerships with patients, families and consumers.

Professional Excellence Programs

Magnet Recognition and Pathway to Excellence Designation are credentials attained by healthcare organisations that epitomise exceptional quality and professionalism, promote positive work environments, support lifelong learning, and deliver safe quality care. Achieving Magnet Recognition or Pathway to Excellence Designation ultimately recognises our valuable nurses and midwives, the highest quality of care they deliver, the support they receive, opportunities available, the team environment, commitment and spirit that we are extremely proud of.

Metro South Health proudly holds Magnet Recognition at the Princess Alexandra Hospital and Pathway to Excellence Designation at QEII Hospital and Addiction and Mental Health Services.



Workplace diversity

Metro South Health is committed to providing a diverse and inclusive workplace for our people and our community. We encourage people of all genders, races, ages and abilities to apply for roles within our Health Service and strive to ensure that our workplace is free from all forms of discrimination and harassment.

Flexible working arrangements

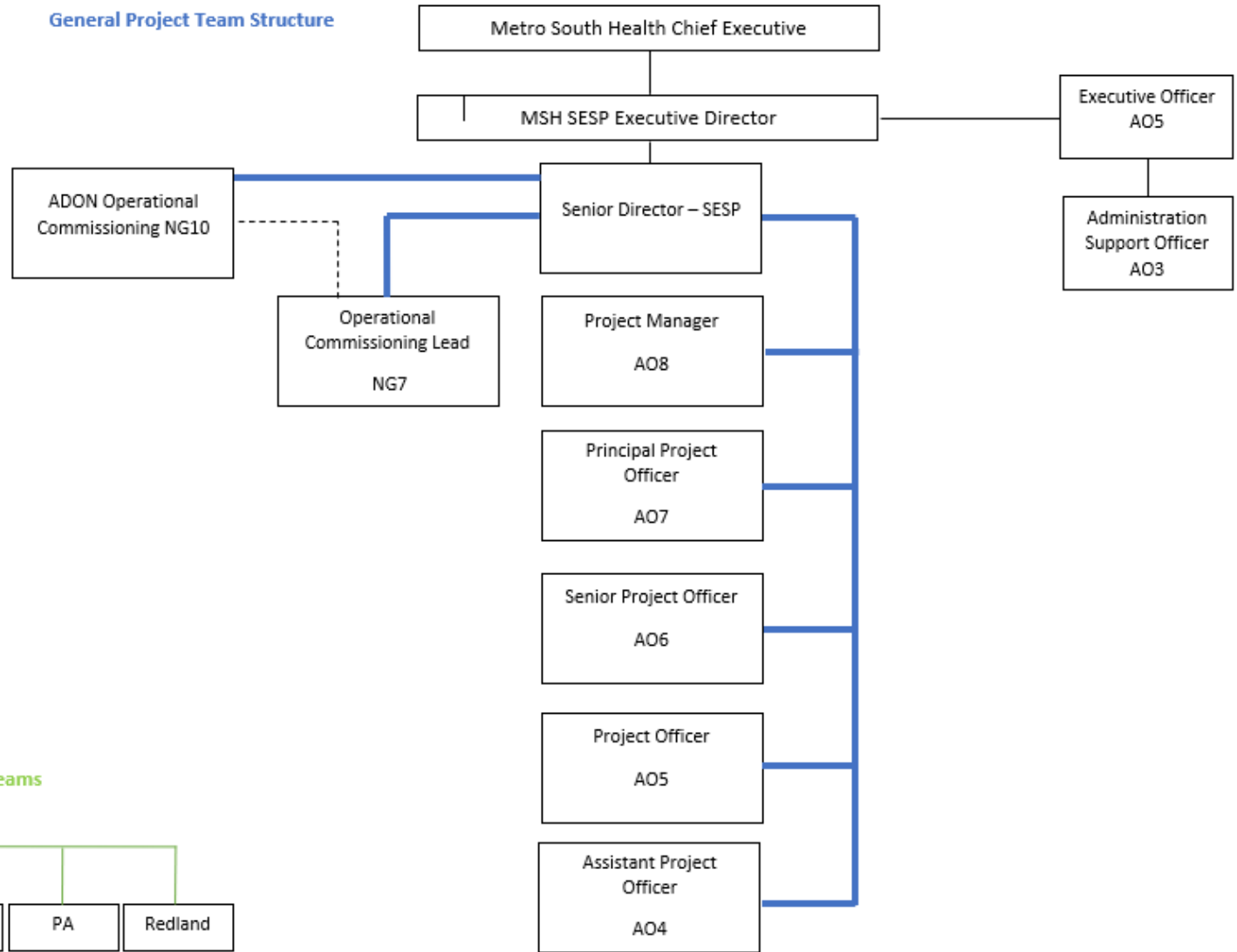
Metro South Health supports and encourages work-life balance for the mutual benefit of Metro South Health and its employees. Work-life balance is about a person's ability to manage their paid work commitments with their career goals, personal, community and cultural responsibilities. Through flexible working arrangements such as leave, flex time accrual or a reduction in working hours, there is an opportunity to match the individual's requirements with those of the workplace – delivering quality health services.

Important Information for Nursing Applicants

- All employees are to comply with the Code of Conduct for Queensland Public Service. Click on the link: <https://www.forgov.qld.gov.au/code-conduct-queensland-public-service>
- All relevant health professionals are responsible for the maintenance of their capacity and capability in the provision of health care and their reporting obligations and to comply with the [Code of conduct for nurses and Code of conduct for midwives \(the codes\)](#).
- Pre-employment screening, including criminal history, working with children check or aged care check and discipline history checks, may be undertaken on persons recommended for employment. The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment. In addition, any factors which could prevent the recommended applicant complying with the requirements of the role are to be declared.
- Staff will store their mobile phone with their other belongings unless it is required for clinical decision-making.
- The *Public Service Act 2008* provides that no civil liability attaches to a public service employee in relation to their official powers and functions – liability instead attaches to the State. Public officers should, when acting within the scope of their duties and functions, be entitled to protection from the State in relation to legal proceedings taken against them with indemnity.

Team Structure

General Project Team Structure



Current Project Teams

