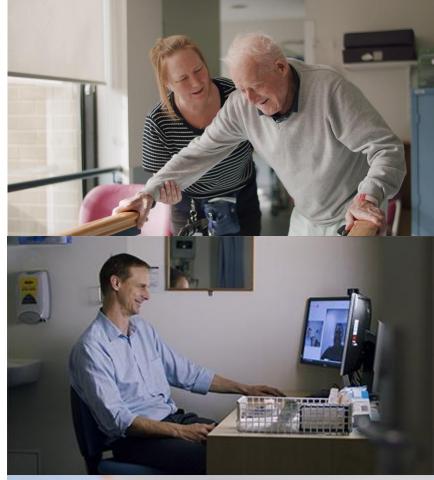
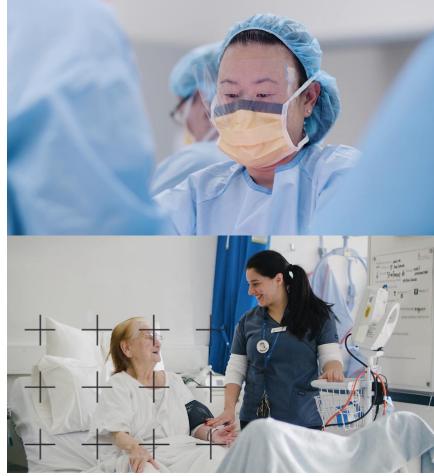


Advancing health for everyone, every day.

Could this be you?

Join the Royal Melbourne Hospital team





Position Description

Nurse Unit Manager, Victorian Palliative Care Advice Service





THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

People are at the heart of everything

understand how we can make the

most positive difference for them.

we do. We take the time to

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it the Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



Lead with Kindness

unique.



Our care and compassion sets
us apart. We lead the way with
a respectful, inclusive spirit —

True excellen
when we work
Melbourne Ho





True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

embracing the things that make us all

- 1. Be a great place to work and a great place to receive care
- 2. Grow our Home First approach
- 3. Realise the potential of the Melbourne Biomedical Precinct
- 4. Become a digital health service
- 5. Strive for sustainability





Position Description

Position Title: Nurse Unit Manager, Victorian Palliative Care Advice

Service

Service: Palliative Care

Location: RMH – City Campus

Reports To: Director Nursing and Operations – Medical Services

Enterprise Agreement: 2. Nurses and Midwives (Victorian Public Sector) (Single

Interest Employers) Enterprise Agreement 2024-2028

Classification: NM10

Employment Status: Full Time (Fixed Term)

Immunisation Risk Category: Category A

Date of Review: October 2025

POSITION SUMMARY

The Victorian Palliative Care Advice Service (VPCAS) is a statewide phone service providing free and direct access to expert, specialist advice and support for people living with and caring for those with life-limiting illness, palliative and end-of-life care across Victoria.

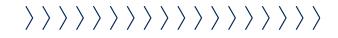
The service plays a key role in promoting best practice, building workforce capability, and facilitating systemwide coordination of access to specialist palliative care advice and support when needed. By integrating clinical expertise, evidence-based guidance, and innovative service delivery, VPCAS enhances the quality of care for people living with life-limiting conditions and strengthens the broader Victorian healthcare system.

The Nurse Unit Manager (NUM) provides strategic and operational leadership for the Victorian Palliative Care Advice Service (VPCAS), ensuring statewide delivery of high-quality, evidence-based palliative and end-of-life care advice and support to the community and clinicians across the state.

The role leads a multidisciplinary team to deliver responsive, person-centred advice through its phone-based service, requiring strong clinical knowledge to provide accurate guidance. The NUM drives service innovation, nurse-led research, and continuous improvement, translating evidence into practice to enhance care outcomes. The role also requires public speaking and representation at conferences, education sessions, and stakeholder forums.

Accountable for governance, performance, and resource management, the NUM ensures alignment with organisational strategy and the Victorian Department of Health priorities. As a visible and credible leader, the position champions clinical excellence, fosters collaboration, and advances the reach and impact of palliative care across Victoria.





KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with internal and external stakeholders
- Work collaboratively with colleagues across all RMH
- learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.

- Ensure direct reports receive regular feedback and participate in annual discussions.
- · Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Continue to learn through mandatory training and other
 Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.

KEY RELATIONSHIPS

Internal

- Palliative Care Department leads
- Medical Services Executive
- Director of Communications
- Business Intelligence
- Quality Improvement

External

- Victorian Department of Health
- Ambulance Victoria
- Palliative Care Victoria
- Peak Culturally and Ethnic diverse bodies
- Aboriginal Health Organisations and aged care facilities
- Specialist Palliative Care Services
- Statewide Palliative Care Consortia
- Statewide Disability & Aged Care Networks
- · Residential Aged Care Facilities
- Safer Care Victoria
- Hospitals
- Victorian Primary Health Networks
- Federal Government, Department of Ageing
- Consumer groups across Victoria





KEY SELECTION CRITERIA

Qualifications & Registration

- Current registration with the Nursing and Midwifery Board of Australia RN Div 1
- Postgraduate qualifications and/or experience in Palliative Care, and in Management, Leadership, and/or Project Management.
- Current Police Check and Working with Children Check.
- Drivers licence
- Extensive senior leadership experience within palliative care across community, inpatient, and outpatient settings.
- Demonstrated capacity to lead complex, multidisciplinary services in alignment with organisational strategy, governance, and compliance frameworks.
- Proven success in delivering large-scale reform and transformation initiatives that enhance integration, quality, and sustainability.
- Skilled in building high-performing teams and fostering a culture of accountability, innovation, and continuous improvement.
- Experienced in strategic planning, policy interpretation, and implementation of Department of Health priorities across statewide programs.
- Expert understanding of the Victorian healthcare system, including funding models, policy environments, and system partnerships.
- Demonstrated leadership in driving nurse-led research and translating research findings into practice to inform policy and deliver measurable change.
- Proven ability to embed evidence-based practice within service design and workforce capability frameworks.
- Previous experience leading telehealth and telephony-based service delivery, leveraging digital health innovation to optimise access and responsiveness.
- Proven ability to manage complex operational demands while maintaining compliance with clinical governance, privacy, and safety requirements.
- Highly skilled in building and sustaining relationships across government, health services, academia, and sector partners to achieve strategic outcomes.
- Proven ability to influence and negotiate at senior levels, securing stakeholder confidence and funding support.
- Recognised for excellence in public speaking, media engagement, and advocacy across professional, policy, and community forums.
- Experienced in marketing, communications strategy, content development, and digital presence management.
- Demonstrated ability to engage effectively with individuals and communities from diverse backgrounds and disciplines.
- Experienced in developing and managing budgets, forecasting resource needs, and monitoring financial performance to ensure service sustainability.
- Proven ability to design, monitor, and evaluate KPIs to inform continuous improvement and demonstrate impact to funders and stakeholders.
- Advanced proficiency in Microsoft Office 365 (Word, Excel, Outlook, Teams).
- Expertise in records management, database systems, digital health platforms, and information governance.
- Skilled in using analytics and reporting tools to support data-driven decision-making, evaluation, and service optimisation.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your ability to:

- Model RMH values in all leadership and operational activities.
- Deliver strategic and operational plans and reports on time, aligned with organisational priorities.





- Drive service innovation with measurable improvements in care and efficiency.
- Lead nurse-led research and translate evidence into practice change.
- Ensure statewide access via telehealth, phone, and digital platforms.
- Build and sustain strong stakeholder relationships and satisfaction.
- Represent the service publicly through presentations, advocacy, and education.
- Manage budgets and resources to achieve performance targets.
- Enhance service efficiency and reduce hospital admissions through process improvements.
- Achieve high satisfaction among patients, carers, and health professionals.
- Optimise digital systems, compliance, and use of analytics to inform service delivery.
- Maintain a safe, legislatively compliant working environment while ensuring timely, appropriate care for all Victorians.

AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all
 employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required. Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

Equity, Inclusion, Belonging and Safety

As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.

First Nations Commitment

We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.

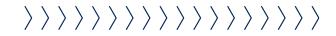
Child Safe Standards

RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.

Equal Opportunity and Accessibility

We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments





to support equitable participation

Thriving Together

Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that the RMH reserved the right to modify position descriptions as required, however I will be consulted when this occurs.		
Employee Signature		
Employee Name (ple	se print)	
1	1	
Date		