



**The Royal
Melbourne
Hospital**

**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 (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.

Advancing health for everyone, every day.

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 are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

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.

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:

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 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

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 system-wide 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.

- 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 teams.
- Continue to learn through mandatory training and other 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.
- 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.

Internal

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

- 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

Qualifications & Registration

- ## KEY PERFORMANCE INDICATORS

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

- AT THE RMH WE:**

- ## OUR COMMITMENT:

- 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.

- 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.

- 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.

- 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

- **Thriving Together**

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

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 reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

/ /

Date