Position Description

1. General Information

Position Title:	Education Manager
Division/Department:	Education & Learning Department Corporate
Position Reports to:	Academy Group Manager Clinical Education
Enterprise/Individual Agreement:	Epworth HealthCare Nurses and Midwives Enterprise Agreement
Classification/Grade:	Education Manager – Epworth Freemasons
Location:	Epworth Freemasons East Melbourne
Employment Status:	1.0 Full Time EFT
Resource Management (for Management positions only) **Number of Direct Reports:**	Clinical Nurse Educators 7.1EFT
Key Relationships - internal and external	Executive Director Clinical Services and Chief Nursing Officer, Director of Education and Learning & Dean of the Academy, Academy Group Manager Clinical Education, Education and Learning Managers, Education and Learning site-based teams, Clinical Services team, Nurse Unit Managers, Directors of Clinical, Perioperative and Maternity Services, Epworth Freemasons Executive Team, People & Culture, Quality Managers, Epworth Undergraduate Nursing Coordinator, relevant Tertiary institutions

2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Guided by our purpose to deliver world-class, personalised care, we provide exceptional care across hospitals, clinics, community services and home-based settings.

Our vision, **Exceptional care. For life,** reflects our commitment to supporting people to live well and stay well through every stage of life, combining outstanding clinical care with leading research, education and innovation.

Everything we do is guided by our values of **Compassion, Accountability, Respect and Excellence**, which shape how we care for patients, work together and serve our communities. More information can be found on the Epworth website.

3. Epworth 2030 Strategy

All roles at Epworth contribute to the successful delivery of the **Epworth 2030 strategy,** which sets our direction for the future through three strategic priorities:

- **Excellence in care, every time.**

Uncompromising standards delivering safe, consistent, high-quality care. No exceptions.

- **Growth with purpose.**

Intentional growth in the services, specialties and settings our communities need most, at a scale that sustains investment, innovation and quality. Growth that gives back: as a not-for-profit, every dollar we earn is reinvested in care.

- **A place where great people do great work.**

Where our staff and doctors are backed to set the standard for exceptional healthcare.

4. Purpose of the Position

- To lead and manage the Epworth Continuing Care and Support Services Education Team to enhance the care delivered by building and maintaining skills and competence of the workforce to deliver patient centred care through the planning and implementation of quality education programs.
- The Education Manager will be required to promote a learning culture and ensure education and clinical support provided is underpinned by a comprehensive quality improvement framework and evidence-based practice in order to meet the ongoing development needs and grow the future workforce.

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Planning Work with the Academy Group Manager Clinical Education and site-based education team to ensure the development and implementation ofstrategically aligned training programs, including: • Contribute to the development of Epworth strategic and operational plans • Identify specific learning requirements for the Hospital and its people • Completion of annual education needs analysis of nurses, midwives and allied health professionals in collaboration with the Group Manager • Oversee education program for integration of enrolled nurses to 30% of nursing workforce • Liaise with Managers to identify workforce planning needs of individual areas and develop education strategies to bridge the gap between current and future workforce needs.	• Participate in Epworth Leadership and Group activities • Lead the team in supporting Group Education and Learning Strategy and initiatives • Lead and manage site-based team to meet the strategic goals of Epworth • Co-ordination with other Epworth Education Managers in the timing, promoting development and delivery of specialty programs (ISP/TSPs) • Annual Epworth Richmond education plan developed in collaboration with the Epworth overarching education plan and agreed to by Academy Group Manager Clinical Education. Reports provided as required. • Skills matrix and continuous development plans are completed biennially for education team members • A development plan for the education team is devised in collaboration with the Group Manager • GNP position targets are met and minimum of 80% retention rate is achieved • Promote a culture of education that focuses on the importance of evidenced based clinical care delivery • Deliver Introduction to specialty areas programs to assist with recruitment in specialty areas

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People Management Ensure the effective and efficient management of Epworth Richmond education team including: • Build a high performing team that have a culture of accountability, best practice, and innovation • Implement and manage a unit-based orientation program, which meets organisational induction requirements • Provide an environment that holds people accountable for areas of responsibility and actions taken • Ensure all members of the education maintain contemporary knowledge of their clinical area, current trends and remain progressive in their thinking and delivery of patient care • Promote best practice and evidence-based practice throughout the education team	• Recruit and select staff • Actively lead site based new graduate support program through group recruitments, site induction and development programs, rotation and performance development • Effectively lead and mentor education team to deliver the highest standard of education and clinical support throughout the site • Effective management of Group E & L KPI's for all team members • Manage staff attendance, rosters and performance and conduct formal appraisals • Maintain regular communications with team members • Human resource management of education team • Mandatory competencies, Performance Development Plans, and professional development • Ensure site-based teams have access to education and training to maintain strong clinical and education skills
Customer Service Ensure the delivery of excellent customer service, including: • Maintain strong relationships with the Group Education & Learning site-based teams, site Nursing Leadership team and site Hospital Executives • Align local plans with the Group Education and Learning strategies • Liaise with NUMs to develop and implement staff education programs to meet their departmental needs • In collaboration with the Academy Group Manager Clinical Education, liaise withuniversity course coordinators and heads of schools, as required. • Participate in open days and conference	• Regular communication with key stakeholders such as NUMs and Nursing Executive • Leader rounding of NUMs and ACDS to enhance relationships and improve processes • Development of blended learning solutions to reduce impact on staffing and engage with eLearn systems • Customer survey results meet or exceed agreed targets • Establish strong relationships with key internal and external customers and resources

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Financial Management Ensure the effective and efficient management of finances within the department, including: • Meet with Academy Group Manager Clinical Education and Richmond DCS monthly to discuss key activities • Manage daily costs and resources • Financial management of the teams to deliver high quality education and patient centred care in a cost-effective manner.	• Labour hours are within budget • Education programs delivered within budget • Study leave is approved and recorded • Annual scholarship program meets organisation's financial capability • Effective allocation of annual leave.
Risk Management Ensure OH&S risks are recognised, assessed and address to minimise adverse outcomes, including: • Conduct OH& S risk audits in department • Implement hazard reduction and elimination measures • Clinical risk is assessed and minimised	• All incidents reported • 100% of staff attend compulsory emergency and safety training annually • Risk management is integrated into education programs and leadership • Utilise information resulting from patient incidents to identify areas for improvement
Quality Improvement Ensure the development and implementation of quality improvement programs, including: • Work with the Group Education & Learning teams to ensure quality plans are developed as part of operational plan for education programs • Evaluation tools are developed for all training and orientation programs • Evidence based practice used in education programs to ensure best practice standards are achieved. • Develop and review Epworth policy and protocols • Oversee the implementation of National Safety and Quality Health Service Standards within education delivery • Involvement in National Standards Committees and taskforces • Promote and participate in research activities	• Completion of mandated competency & skills assessments • Achievement of NSQHS National standards re training and development • All education programs are evaluated; and changes made as necessary • Attendance and evaluation records at education sessions maintained and evaluated regularly • Regular reports provided to Group Education and Learning

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Information Management Ensure the effective, timely management of information and communication management including: • Conduct regular staff meetings • Ensure educators and coordinators evaluate and document programs and participants as required	• Minutes of meetings and actions are shared with the local team and at Group level • Education resources are stored centrally • Contributions to group education specialty meetings • Education assessments are documented, disseminated; and filed appropriately.
Education Programs Assist in the delivery of education programs, including: • Implement Group approach to organisation wide workforce priorities • Assist departments in development and maintaining unit-based orientation programs • Facilitate and assist in designing and delivery of specific training and education programs as required • Facilitate and assist in the development and maintenance of clinical competency programs • Oversee specialty specific RN and EN Graduate Nurse theoretical and clinical curriculum	• Centralisation of learning resources utilising established structures and documentation • Meet annual recruitment program targets • Relevant learning packages and orientation programs are utilised by departments • Unit based clinical competencies and skills assessments complete • Education sessions delivered and recorded • Student placements are negotiated and coordinated with clinical areas • Agreed evaluation of all programs complete and reports shared with Group
Safety and Wellbeing - **Manager** • To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students, including: • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised.	• Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Incident Management System within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions • Actively participate in risk management activities

6. Position Requirements/Key Selection Criteria

COMPONENT	ESSENTIAL / DESIRABLE
Qualifications	**Essential** • Registered Nurse with current registration with AHPRA • Postgraduate Qualification **Desirable** • Postgraduate qualification in education and or leadership and management or working towards
Previous Experience	**Essential** • Experienced registered nurse with leadership and management experience • A minimum of 5 years Nursing Education experience including ability to develop and implement education programs
Required Knowledge & Skills	**Essential** • Understanding of professional nursing competency standards, code of practice and professional nursing trends • Success in development and implementing programs based on adult learning principles • Success in managing and evaluating educational programs or services for nursing and allied health • Track record of effective people management **Desirable** • Knowledge of the Private Health Sector
Personal Attributes & Behaviours All employees are expected to consistently work in accordance with Epworth's values and behaviours. • Respect • Excellence • Compassion • Community • Integrity • Accountability	**Essential** • Ability to impart knowledge and be receptive to new ideas and practices • Ability to develop and motivate individuals and teams through coaching and positive role modelling • Consultative and respectful leadership skills and a proven ability to negotiate and influence • Ability to plan, prioritise and deliver agreed outcomes • Ability to build and maintain effective relationships with a diverse range of people

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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
11 April 2022	Nov 2026	EDCS & CNO GDCE

7. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____