



JOB TITLE Regional Nurse Manager (RNM) (Identified preferred)

DATE 4th August 2026

REPORTS TO Clinical Services Manager (CSM)

JOB DESCRIPTION

Purpose of role

The position of Regional Nurse Manager is a senior clinical management role. Working with the Clinical Services Manager, being responsible for leading and directing an appropriate and safe standard of care within a team for all Katungul patients, including daily oversight of the efficiency and effectiveness of a multi-site and multi-disciplinary clinic operations functions within Katungul.

Clinical oversight will include the clinic operations and bookings, CQI, triage, service delivery, referral pathways, governance and managing clinical staff across multi sites.

The direct reports for this position include the:

- RN positions Batemans Bay Clinic
- RN positions Bega Clinic
- RN positions Narooma Clinic
- EEN positions
- Aboriginal Cancer Coordinator
- Aboriginal Health Practitioners

Main duties and responsibilities

Core objectives include:

- Provide a senior clinical role model to ensure care is delivered within professional boundaries, legal and ethical parameters, and National Patient Safety and Quality standards.
- Maintain and create opportunity over staffing arrangements including adequate skill mix requirements for Katungul medical clinics in Batemans Bay, Bega and Narooma and outreach clinics.
- Establish and maintain performance improvement processes, including facilitation of a culture of enquiry into nursing practice by staff and community, and research and implement changes as necessary.
- Assist with the management of workforce functions including recruitment, induction, professional development, performance reviews, and performance management.
- Assist with the development and implementation of policies, procedures, standards, and practices.
- Review Medicare Billing practices compliance and completeness for GP, nurse and multidisciplinary consults, including 715 health checks.
- Work with the Regional Practice Manager to guide standardised safe practices across all the Katungul clinics and outreach clinics.

- Participate in organisation-wide improvement activities as required.
- Respond appropriately to all quality improvement issues raised by management and staff or identified through other monitoring mechanisms.
- Participate in external review requirements such as best practice, compliance, accreditation and risk management to enhance continuous quality improvement.

The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

Other duties

Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Qualifications

- Current nursing/midwifery registration with the Australia Health Practitioner Regulation Agency (AHPRA) with significant experience.
- Tertiary qualifications in health management is desirable.

Experience

- Proven ability to create and maintain a positive workplace culture and articulate and achieve a vision for nursing services in a primary health care setting.
- Demonstrated ability to effectively lead, coach, mentor, encourage and guide others to enable them to reach their full potential and effectively adapt to ongoing change within a multidisciplinary group with broad clinical experience and knowledge.
- Demonstrated experience in managing and leading teams, fostering a collaborative and high-performance culture.
- Excellent written and verbal communication skills, with the ability to effectively communicate complex concepts to diverse stakeholders.
- Familiarity with Aboriginal and Torres Strait Islander health services and cultural sensitivity.

Knowledge

- Demonstrated knowledge of information management and the ability to gather information and analyse it.
- Demonstrated ability to use computer and information technology/management programs including Best Practice or similar, Microsoft office billing systems.
Demonstrated understanding of and commitment to the principles of primary health care in an Aboriginal community-controlled environment and how they apply to Closing the Gap and the prevention and management of chronic disease.

Skills & competencies

- **Cultural capability:** The ability to plan, support, deliver and improve services in a culturally respectful and appropriate manner.
- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

- Adherence to strict Confidentiality
- Professional approach.
- Ability to work calmly under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

Other (delete if not needed)

- Ability to travel between and work from each of the Katungul clinic sites on a regular basis is required.
- Current Driver Licence.
- Current NSW Working with Children Check.
- Nationally Coordinated Criminal History Check (Police Check).
- First Aid & CPR certificate.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....
Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Manager

.....
Date