

POSITION DESCRIPTION

Position	Manager, Professional Services Team
Key Relationships	<p>Internal: Elected Officers, Senior Leadership Team, Financial Controller, Trade Union Training and Staff L&D Manager</p> <p>External: Strategic partnerships with nursing and midwifery professional organisations, key nursing and midwifery regulatory bodies,</p>
Salary range	Manager Band
Work Type	Full time in accordance with the <i>New South Wales Nurses and Midwives' Association (NSWNMA) and Australian Nursing and Midwifery Federation New South Wales Branch (ANMF NSW Branch) Employment Enterprise Agreement</i>
Direct Reports	<p>Lead Professional Officer (with 10 reports to that position)</p> <p>Lead Work, Health and Safety Officer (with 4 reports to that position)</p> <p>Legal Officers Team (9 team members)</p> <p>Aboriginal and Torres Strait Islander Engagement Officer</p> <p>Administrative and Support Staff x 2</p>
Budget	Subject to annual budgeting process
Location	50 O'Dea Ave, Waterloo NSW 2017
Reports to	Assistant General Secretary
Team	Professional Services
Date created	Revised PD June 2025
Last updated	June 2025

About the Association

The New South Wales Nurses and Midwives' Association (NSWNMA) is the registered union for all nurses, midwives and carers in NSW. The Association represents the industrial interests of nurses, midwives and carers employed in NSW in the public, private, aged care and primary health sectors. Our role is to protect the interests of nurses, midwives and careers, and the nursing and midwifery professions.

At the Association, we are strongly committed to fostering a respectful and safe workplace culture that thrives on our values of collectivism, advocacy, innovation, integrity and courage.

About the team

Nursing and midwifery professional officers, work health and safety officers, and legal officers work collaboratively across the team and the organisation to provide legal and professional support and advice directly to members and staff of the Association. The team provides subject matter expertise and high-

level support to the Elected Officers. This is provided through briefs, submissions, education, investigations and advocacy on professional, work health and safety, legal and social justice issues.

Purpose of the role

The Manager, Professional Services is responsible for leading all aspects of the Association's professional services advice and support, contributing to the Association's strategic planning, and delivery of agreed goals relevant to their team. The Manager is responsible for team development and ensuring compliance with policy and governance matters across the team. The role leads the Professional Services team in ensuring the timely provision of advice and support as directed by the Elected Officers.

Key Accountabilities

1. Manage and lead the team in line with the Association's strategic goals, vision and values
2. Ensure management, leadership and governance systems are in place and operationalised in line with relevant legislation, policies, guidelines and procedures as they pertain to the team
3. Ensure Professional team members compliance with Association's policies and procedures.
4. Lead the Professional Services Team with the longer-term goal of high performance through coaching, developing and empowering staff.
5. Develop and maintain strong, cohesive and effective working relations within the Association's Senior Leadership Team (SLT), to assist them to achieve the overall goals of the Association
6. Actively promote, champion and participate in quality improvement projects to support a culture of innovation.
7. Plan, direct and oversee the strategic development, operational implementation, and review cycle of all work relating to the Professional Services Team. This includes, but is not limited to:
 - a) NSWNMA community facing Position Statements, Policies and Guidelines
 - b) Education regarding Professional Issues for members and staff
 - c) Preparation of submissions to inquiries, legislative reform and other relevant legal or political processes
 - d) Reports to Council, Committee of Delegates and Annual Conference
 - e) Stakeholder relationship development with key professional and community bodies

Key Challenges

- One of the challenges and opportunities of this role is that it operates in a fast-paced environment with a high level of autonomy and is expected to assess and determine appropriate approaches, from strategic as well as operational perspectives, that will contribute to the achievement of strategic goals within tight deadlines.
- This role leads subject matter experts and is expected to exercise a high level of judgement and decision-making harnessing opportunities to make relevant and timely recommendations to the team, SLT and Elected Officers.
- The Team is responsible for delivering contemporary advice pertaining to the threats and opportunities faced by the nursing and midwifery professions in the interests of members and the primary healthcare, acute healthcare, aged care, and disability care systems at both the state, federal, and international level.

Qualifications

Essential

- Tertiary qualifications in either nursing or midwifery

Desirable

- Post Graduate qualification/s in either legal or business management/leadership fields

Knowledge and Experience

Essential

- Demonstrated experience in a managerial position including use of approaches to:
 - achieving team cohesiveness and high performance
 - facilitating change within the workplace
 - providing strategic direction and planning at a team and organisational level
- Comprehensive knowledge and understanding of contemporary professional issues affecting the nursing/health workforce
- Demonstrated experience in leading teams to deliver quality and timely advice around best practice outcomes.
- Demonstrated experience in interpreting and analysing complex information and translating it into clear advice for a diverse range of audiences.

Skills

Essential

- An ability to manage budgets and to achieve planned outcomes
- Significant experience in critically analysing reports, documents, and expertise in writing submissions, responses, detailed reports and briefing notes that reflect or inform the views of the NSWNMA and its members
- Proficiency in the use of Microsoft Office 365
- Demonstrated experience in providing strong leadership through setting and upholding clear ethical and professional standards.

Values

- Demonstrated commitment to the union movement and the values of the organisation.

Role Dimensions

- **Decision Making:** Operating within the Delegations policies (financial and operational) this role operates with a high level of autonomy and requires significant independent judgement in managing complex issues that impact the nursing and midwifery professions. The role exercises considerable discretion in determining priorities, allocating resources including appropriate delegation, and managing the Professional Services team to deliver optimal outcomes aligned to the Association's strategic objectives. The role is expected to exercise a high level of strategic thinking, harnessing opportunities to make relevant and timely recommendations to the SLT and Elected Officers.
- **Budget:** The role is responsible, in collaboration with the Financial Controller, COO and EOs for annual budget build, and is responsible for operating within the allocated budget.