

Position Description

Employment Agreement:	DHBs/NZNO Nursing and Midwifery MECA
Position Title:	Charge Duty Manager Integrated Operations Centre
Service & Directorate:	Medicine Women and Children Directorate
Location:	Dunedin
Reports to:	Patient Flow/Operations Manager Dunedin
DHB Delegation Level:	Level 5
Number of direct reports:	Duty Manager team/Clinical Team Co-ordinators and CNM Resource Unit – 11 FTE
Date:	June 2022

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
<ul style="list-style-type: none"> • Reporting to the Patient Flow/Operation Manager within the Medicine Women and Children Directorate, the Charge Duty Manager will lead and manage the assigned teams, providing clinical leadership and coordination, whilst ensuring efficient, effective, and safe services, within the available resources. • The Charge Duty Manager is responsible for team level service including providing clinical leadership and coordination, activity and production planning, human resource management, quality and risk management, credentialing and audit for nursing staff, certification and accreditation, clinical pathway development and other service delivery improvements within the team. • Optimises patient flow and hospital operations by responding to and resolving unexpected issues that impact operations, or will do so, in the next 48 hours. • Acts as an operational lead for hospital emergency response notifications during office hours. • Facilitates Inter Hospital Transfer processes including implementing new processes and procedures. • Working in partnership with clinical and other staff, the Charge Duty Manager will contribute to strategic and operational management in a way that is consistent with the organisation's vision and values. • Work alongside the day Duty Manager to support the forward planning of resource requirements for the next 24 – 72 hours.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
Building Effective Teams	Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.
Developing Direct Reports	Provides challenging and stretching tasks and assignments; holds frequent development discussions; is aware of each person's career goals; constructs compelling development plans and executes them; pushes people to accept developmental moves; will take on those who need help and further development; cooperates with the developmental system in the organisation; is a people builder.
Managerial Courage	Doesn't hold back anything that needs to be said; provides current, direct, complete, and "actionable" positive and corrective feedback to others; lets people know where they stand; faces up to people problems on any person or situation (not including direct reports) quickly and directly; is not afraid to take negative action when necessary.

Organisational Agility	Knowledgeable about how organizations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organisations.
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KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
• Directors of Nursing	• Patients and Family/whanau
• Patient Flow/Operations Managers	• Other District Health Boards
• Charge Duty Manager Southland	• Flight Service providers
• General Manager Medicine Women and Children Dunedin	• Other service providers (GP practices and NGO)
• Rural Trust Hospitals	• NZ Blood Service
• Charge Nurse Managers	• Health & Welfare Agencies
• Allied Health Directors	• Relevant Support Groups
• RMO Unit	• Nursing Council/Midwifery Council
• Service Managers	• NZNO, NZCOM, College of Nurses Aotearoa
• Clinical Team Co-ordinators (CTC's)	• Community Members
• Other Managers/Team Leaders	• Educational institutions
• Medical Directors	• St John Ambulance
• Southern DHB wide staff	• NZ Fire Services
• Duty Managers Invercargill	• Funeral Directors/Mortuary
• General Managers	• Other services as necessary

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • RN registration with Nursing Council New Zealand. • Current annual practicing certificate. • A relevant post graduate qualification or working towards a qualification at Masters level. 	<ul style="list-style-type: none"> • Current PDRP Level 4 or working towards completion/renewal within 6 months of appointment.
Experience	<ul style="list-style-type: none"> • Several years clinical experience across a variety of clinical areas. • Nursing leadership experience. • Extensive experience in and knowledge of the health sector. • Extensive experience in and knowledge of hospital operations. 	<ul style="list-style-type: none"> • Project Management experience
Knowledge and Skills	<ul style="list-style-type: none"> • Extensive experience in and knowledge of clinical quality and safety, best practice. 	<ul style="list-style-type: none"> • Extensive knowledge and experience in using SDHB systems such as Trendcare, Onestaff, CaaG and iPM.

Personal Qualities	<ul style="list-style-type: none"> • A strategic thinker who is a strong articulate communicator and negotiator. • Able to prioritise and re-prioritise effectively and swiftly. • Attention to detail. • Courageous. • Resilient.
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KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Clinical Leadership and Practice	
<ul style="list-style-type: none"> • Responsible for leading, facilitating and supporting the Duty Managers, and CNM of the Resource Unit, to effectively manage service delivery. • Support and manage the CTC team. • Applies critical reasoning and professional judgement to support nursing / medical practice. • Maintains a high level of clinical expertise to support the entire Operations team. • Encourages and supports clinical staff to practise to their level of expertise / experience. • Identifies situations of clinical risk and takes appropriate actions to ensure a safe environment for patients/clients, families/whanau and staff. • Provides expert advice, support and coaching for Duty Managers and CTC's managing complex and difficult situations. • Address ethical dilemmas in a supportive, collaborative manner. • Promotes effective teamwork and collaborative relationships within the multi-disciplinary team. • Identify opportunities for innovation and initiatives within the Integrated Operations Centre and Services. • Oversee management of direct reports, ensuring the consistency in preparation and implementation of annual appraisals and ensuring compliance with all Southern DHB annual updates and certification requirements. • Uses organisational systems and processes to communicate and feedback on clinical risk, critical incidences or sentinel events to the Patient Flow/Operations Manager or Director of Nursing Medicine. • Identifies and communicates clinical competency issues to the Director of Nursing Medicine. • Establish strong collegial working relationship with clinicians and managers, across the directorates and wider organisation in order to: <ul style="list-style-type: none"> o enable effective two-way communication. o contribute to relevant service and organisation wide initiatives. o continuously review processes and systems as needed. 	<ul style="list-style-type: none"> • Delegates appropriately in response to skill mix and acuity on a shift by shift basis. • Supports the out of hours Duty Manager and CTC team with effective strategies and decision-making methods. • Provides timely feedback to Charge Nurse Managers on any activity that may affect their budgets e.g. overtime on a shift by shift basis. • Follows documentation standards for external and internal communications. • Actively participates in meetings, projects and committees as required. • Ensures staff engagement in active education and professional development. • Performance appraisals of direct reports will be completed as per organisational requirements.

<ul style="list-style-type: none"> • Ensure, by excellent leadership, that all Duty Managers advocate on behalf of patient/family/colleagues as appropriate and in a culturally safe manner. 	
Strategic and Operational management	
<ul style="list-style-type: none"> • Ensure a consumer/patient service focus is adopted and maintained at all levels. Facilitate service development in line with the DHB District Annual Plan. • Ensure service planning and delivery complies with Ministry of Health Targets Ensure ongoing assessment of performance against key performance targets, identifying and actioning corrective actions as and if required. • Build and maintain effective relationships and communication mechanisms with service staff, associated clinical and support services, and external agencies as applicable. • Ensure adherence to the Southern DHB delegations of authority across the services. • Implement Southern DHB wide policies and processes. • Ensure service delivery complies with Health and Disability sector standards and relevant legislation. • Participate in the following pieces of work: Winter Planning, Christmas and other seasonal holiday planning as well as surge response plans and production/capacity planning. • Coordinate patient transport excluding the ICU and NICU flight team. • Implement and undertake project work as and when required 	<ul style="list-style-type: none"> • Successful development and implementation of strategic and operational plans and objectives that meet organisational needs. • Contract performance requirements and targets are met.
Resource Management	
<ul style="list-style-type: none"> • Contribute to Workforce Planning processes ensuring that nursing professional issues and impacts are considered. • Actively monitors workforce information to inform resourcing requirements within the services e.g. Trendcare, Capacity at a Glance (CaaG) etc. • Be responsible for One-Staff authorisation of timesheets, following through to satisfactory completion of any corrections that are required. • Lead the Daily Operations Meetings, in a format that is reflective of the business needs. • Takes overall responsibility for effective planned and unplanned leave management by the Duty Managers in line with the MECA & organisational policies. • Provide direct line responsibility for Duty Managers, CNM Resource Unit and CTC's inclusive of coaching, advice and support. • Is responsible for ensuring that equipment /stock and supplies are purchased following the relevant procurement processes. • Constant review and respond to TrendCare variances. 	<ul style="list-style-type: none"> • Accurate Monthly reports are provided to the Patient Flow/Operations Manager. • Strong and effective working relationships with Business Analyst and Human Resources are evident. • Safe staffing skill mix, meets the needs of the service and alignment with CCDM programme of work. • Resource management variances of significance are reported to the Charge Duty Manager with management strategies considered. • 100% actualisation and accuracy with Trend Care data, Onestaff.

<ul style="list-style-type: none"> Overall co-ordination of all nursing rosters and formation of the CTC roster. 	
Quality and Performance	
<ul style="list-style-type: none"> Maintain professional and organisational quality standards. Ensure delivered work is planned, delivered, and implemented consistently against quality standards. Continuously identifies opportunities to improve job performance and achieve goals more efficiently. Investigate opportunities to achieve goals in a more efficient way. 	<ul style="list-style-type: none"> Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards. Performance aligns with the Ministry of Health Quality improvement definition (improved quality, safety and experience of care).
Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with SDHB processes and reflects best practice. Research undertaken is robust and well considered. Live and support the DHB values in everything you do.
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager. Performance objectives reviewed annually with your manager. You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date