

Position Description	
Employment Agreement:	NZNO Nursing & Midwifery MECA
Position Title:	Associate Charge Nurse Manager
Service & Directorate:	Integrated Operations Centre (IOC)
Location:	Southland
Reports to:	Charge Duty Nurse Manager
Number of direct reports:	CTC team and Resource Nurses
Date:	July 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>
<p><i>Looking after our people:</i></p> <p>We respect and support each other. Our hospitality and kindness foster better care.</p>	<p><i>Being sincere:</i></p> <p>We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p>	<p><i>Best action:</i></p> <p>We are thoughtful, bring a positive attitude and are always looking to do things better.</p>	<p><i>As family:</i></p> <p>We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.</p>
Our statutory purpose			
<p>To improve, promote and protect the health of our population</p> <p>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</p> <p>Promote effective care or support for those in need of personal health or disability support services</p> <p>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</p> <p>Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility</p>			

PURPOSE OF ROLE
<p>The purpose of the Associate Charge Nurse Manager to assist and work collaboratively with the Charge Duty Nurse Manager in the establishment and promotion of clinical nursing professional standards.</p> <p>The Associate Charge Nurse provides clinical leadership, monitors and mitigates risk, actively engages in quality initiatives and manages the day-to-day functioning of the CTC and Resource teams to ensure delivery of safe patient focused care. Staff education is also an integral function of the Associate Charge Nurse/Midwife role.</p> <p>This position does not encompass budget responsibility but has delegation of authority for management of staff within the CTC and resources teams on a shift-by-shift basis. This includes recruiting nursing casual and resource staff, onboarding, orientation and ensuring rosters comply with the MECA. Daily deploying of staff will be undertaken in collaboration with the Charge Duty Nurse Manager or other Duty Managers.</p>

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 all patients/consumer; gets first-hand patients/consumer information and uses it for improvements in products and service delivery; acts with patients/consumer in mind; establishes and maintains effective relationships with patients/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.
Managing Diversity	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.
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	
Motivating Others	Creates a climate in which people are motivated and want to do their best; can motivate team or project members; empowers others to achieve desired results; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working with.
Decision Quality	Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement; sought out by others for advice and solutions.
Interpersonal Savvy	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient workflow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes

KEY RELATIONSHIPS	
Within Southland Hospital	External to Southland Hospital
<ul style="list-style-type: none"> Clinical Nurse Specialists 	<ul style="list-style-type: none"> Patients and whanau / care givers
<ul style="list-style-type: none"> Integrated Operations Centre 	<ul style="list-style-type: none"> LMC Access Holders
<ul style="list-style-type: none"> Other Charge Nurse Managers 	<ul style="list-style-type: none"> Other service providers (DHB and NGO)
<ul style="list-style-type: none"> Practice Development staff 	<ul style="list-style-type: none"> Health and Welfare Agencies
<ul style="list-style-type: none"> Clinical Leaders 	<ul style="list-style-type: none"> Relevant Support Groups
<ul style="list-style-type: none"> Clinical and Corporate support staff 	<ul style="list-style-type: none"> University of Otago School of Medicine, Otago and Southland Polytechnics
<ul style="list-style-type: none"> Allied Health Directors 	<ul style="list-style-type: none"> Professional Colleges and registration bodies
<ul style="list-style-type: none"> Southern DHB 	
<ul style="list-style-type: none"> Medical and Allied Health Staff 	
<ul style="list-style-type: none"> Clinical and Corporate Support Staff 	

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"> It is essential that the applicant is a registered nurse/midwife with strong clinical leadership skills Holds a current portfolio (PDRP/QLA) or equivalent, appropriate to the role Holds a relevant qualification (minimum PG cert) in a relevant field 	
Experience	<ul style="list-style-type: none"> Excellent group facilitation skills and history of a collaborative team approach Has advanced communication techniques such as conflict resolution, diffusion and mediation skills Innovative and flexible with positive and problem-solving approach in all situations Has proven clinical credibility in speciality Is a critical consumer of research and embraces evidenced based 	

	<p>practice when carrying out any task /function.</p> <ul style="list-style-type: none"> Experience and credibility with the health care team as a professional resource in speciality/practice area. Networking effectively in area of specialty/ practice - locally, regionally and nationally. Demonstrated ability to articulate evidence-based nursing/midwifery practice to a Multidisciplinary Team. Minimum of 3 years working either within the clinical area or relevant nursing/midwifery role. 	
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	<ul style="list-style-type: none"> • Demonstrated ability to contribute to the professional development of nursing/midwifery staff. 	
Knowledge and Skills	<ul style="list-style-type: none"> • Knowledge of and demonstrates use of adult teaching and learning principles. 	
Personal Qualities	<p>A reasonable level of fitness is required to cope with the demanding physical requirements of the job. The following denote the key physical requirements for the position: standing, walking, bending, sitting, stairs, simple grasping, finemanipulation, operating machinery / equipment, lifting, overhead reaching, carrying, pushing / pulling, twisting, climbing / balancing, crouching / squatting, manual handling of people, other reaching, and ability to participate in personal restraint if required.</p>	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Operational Management	
<ul style="list-style-type: none"> • Coordinates resources to meet identified needs of clients/patients and team members, which encompasses managing staff and patient flows on a shift by shift basis, liaising with the CDN/M / other departments/ wards as required for the management of outliers • Notifies the CNM for areas of concern e.g. disciplinary matters, practice issues • Provides the day to day clinical leadership • Demonstrates an understanding of consumables within the area, and assist the CDN/M in identifying variances • Demonstrates knowledge of IOC information systems and commitment to ensuring there are processes to support staff who are less familiar with the systems acquire the knowledge/skills to utilise them effectively • Ensures information gathering processes are followed to collect patient, clinical and volume data 	<ul style="list-style-type: none"> • Participates, as guided by CDN, in processes to manage poor performance and addresses sickness and absenteeism as required • Provides feedback to CDN on any activity that may affect budgets e.g. overtime on a shift by shift basis • Contributes to the capital expenditure planning process as required • Follows documentation standards for external and internal communications

<p>Clinical Leadership</p> <p>Team Management on a shift by shift basis to establish and maintain a high standard of patient focused care within the allocated resources</p>

<ul style="list-style-type: none"> • Ensures there is adequate leadership and supervision for hospital aides/ health care assistants, and new staff on a shift by shift basis • Ensures the Model of Nursing Care and the principles of Direction and Delegation are adhered to by all staff on each shift • Maintain professional standards, codes and adherence to Southern DHB policy on each shift and ensure alignment of staff conduct within these standards/codes/policies. Identify and deal with any breaches where appropriate as directed and in consultation with the Charge Nurse/Midwife Manager • Ensure clinical practice is provided within accepted professional standards, codes, policies and relevant legislation • Foster the development of a cohesive team which works collaboratively to achieve optimal patient/ service outcomes • Encourage innovation and practice initiatives that enhance clinical care or service provision • Promote excellence in clinical service provision through the sharing of new knowledge, ideas, research and evidence-based practice, whilst encouraging others to do the same • Promote patient / client centred care that incorporates a strong customer service philosophy through effective and positive interactions with patients/ clients, staff, visitors and other agencies 	<ul style="list-style-type: none"> • Supervises management of clients/patients in a manner that challenges and supports team members in providing safe and individualised care on each shift • Ensure Treaty of Waitangi principles and Tikaka best practice guidelines are fully integrated into practice • Leads the team in ensuring a culturally safe environment for patients/clients and colleagues • Fosters and participates in a team approach to clinical emergencies within the area including restraint • Be active and visible within the team working alongside nursing/midwifery staff, motivating and actively praising/ valuing staff endeavours, and acknowledging patient satisfaction and good clinical care
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Quality and Risk Management

Contributes to the service’s risk minimisation activities and service activities

Fosters a quality improvement culture

<ul style="list-style-type: none"> • Actively contributes to health and safety activities and ensures infection control processes are maintained whilst facilitating and delegating others to also actively contribute • Identifies risk management issues, appropriately initiates risk mitigation and educates staff about risks within the area • Continually monitor compliance with Southern DHB policies, procedures and quality standards & indicators and act initiate corrective actions as 	<ul style="list-style-type: none"> • Initiates audit and evaluation of ward/service processes and implements corrective actions • Contributes to incident and complaint investigation processes • Promotes and participates in quality improvement strategies including accreditation and certification activities • Identifies and ensures equipment compliance
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Clinical Practice

Articulates the ethical, cultural and statutory requirements of practice and initiates / responds to changes from the internal and external environment.

<ul style="list-style-type: none"> Provides input into and helps interpret requirements of new legislation /guidelines Supports clinicians in identifying ethical dilemmas working through a decision-making framework 	<ul style="list-style-type: none"> Attends and provides input into and feedback from relevant committees Nursing specialty submissions are made in the development of relevant organisational and national policies Actively manages risk Assess the quality of nursing practice in the clinical setting. Collaborates on any changes required
To demonstrate effective interpersonal relationship skills	
<ul style="list-style-type: none"> Establishes, maintains and concludes therapeutic interpersonal relationships with patient/consumer Practices nursing in a negotiated partnership with the patient/consumer and family/whanau where and when possible Communicates effectively with patients/consumer and family/whanau and members of the health care team Maintains privacy and confidentiality in accordance with HIP Code, DHB policies and procedures etc 	<ul style="list-style-type: none"> Communicates in an appropriate and professional manner, verbal and written Privacy Act, Informed Consent and Code of Rights adhered to Abides by NCNZ Code of Conduct and Professional Boundaries guidelines
Education, Research & Evidenced Based Practice	
<ul style="list-style-type: none"> Educates and supports others in decision making relevant to their scope of practice Demonstrates use of own relevant post-basic clinically focused education Actively supports preceptoring principles during orientation of new staff Supervises, mentors and educates other staff using a variety of methods; including role modelling of expert practice Encourage a culture of continuous learning, positive critique of the status quo Initiates and develops policy guidelines for nursing care utilising research-based evidence in collaboration with the Practice Development Nurse 	<ul style="list-style-type: none"> Role models and proactively instigates best practise guidelines, NZ Nursing/ Midwifery Councils and SDHB policies/protocols and standards Facilitates education of team members about Tikaka best practice guidelines & the Treaty of Waitangi/TeTiriti o Waitangi Refer staff to the Practice Development Unit for education in the use of evidence-based practice and research to challenge and change practice
Self-Management	
<ul style="list-style-type: none"> Plan and manage own work to achieve desired results on time, within budget and to required standard Maintain own professional development; attend Southern District Health Board and other development opportunities 	<ul style="list-style-type: none"> Act as a role model for the organisational values
Contribution to Organisational Leadership	
<ul style="list-style-type: none"> Participate collectively with other Associate Charge Nurses/Midwives to provide a collaborative service management function 	<ul style="list-style-type: none"> Participate in focus groups/projects that advance issues and strategies of service/organisational priority
Promotes excellence in nursing/midwifery practice within an interdisciplinary environment.	

<ul style="list-style-type: none"> • Uses a theoretical framework and personal philosophy of nursing/midwifery as a basis for nursing/midwifery practice and its advancement • Identifies and introduces advancements in nursing/midwifery knowledge, relevant trends and changes in best practice for nurses/midwives • Models expert nursing/midwifery skills and applies critical reasoning to nursing/midwifery practice issues and decisions • In partnership with senior nursing/midwifery staff, identifies relevant trends and changes in the scope and nature of nursing/midwifery practice and evaluate for local applicability • Uses critical incidents as an opportunity for staff development • Collaborates with senior nursing/midwifery staff and multidisciplinary teams and supports changes to practice when indicated • Promotes and provides a strong nursing/midwifery education focus based on adult learning principles 	<ul style="list-style-type: none"> • Informed by SDHB initiatives, national specialty K&S (Knowledge and Skills) frameworks • Maintains own PDRP/QLP • Education framed within nursing/midwifery and/or national health standards eg NZ Health Strategy, HQSC targets
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Shows effective nursing/midwifery leadership and consultancy with an educational focus.

<ul style="list-style-type: none"> • Acts as a resource person and supports staff to achieve Professional Development and Recognition Programme (PDRP) requirements • Quality Leadership Programme (QLP) • Supports a culture of evaluation and the ongoing quality improvement of nursing/midwifery practice • Contributes to system change to improve health outcomes through evidence-based practice • Contributes to meetings in a collaborative, active way • Implements and maintains Core Competency based education programmes, e.g. IV Certification and CPR, to assist staff to maintain SDHB policy and core competency requirements • Updates and monitors databases facilitating staff to maintain Core Competency requirements 	<ul style="list-style-type: none"> • PDRP/QLP assessor • Demonstrates understanding of levels of practice indicators within PDRP/QLP • Quality cycle used to determine practice development needs • Evidence of attendance and engagement in Educator / PDT meetings • Use of professional development plans from nursing/ midwifery PDRs to shape education • Nurses/Midwives attend appropriate compulsory education • Accurate and current education/training database maintained
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Promote the enhancement of clinical practice and the development of knowledge and skills for Nursing/Midwifery staff

<ul style="list-style-type: none"> • Is responsible for the facilitation and/or delivery of regular relevant education and staff development programmes for clinical staff • Develops, implements and circulates an annual strategic education plan • Communicates and collaborates with Senior Nursing and Service Managers to identify education needs and practice requirements • Reviews programme content and delivery using appropriate measurements, methods and tools to evaluate achievement of learning goals, teaching strategies and quality assurance 	<ul style="list-style-type: none"> • Able to determine and respond to needs of different groups within the workforce eg NETP, new staff, IQN/Ms etc • Use of professional development plans from nursing/midwifery PDRs to shape education • Annual education plan prepared and submitted in timely manner • Use of standardised evaluation to demonstrate outcomes. • Certified preceptor
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<ul style="list-style-type: none"> • Provides evaluation and reports of training and in-service programmes to line manager on a regular basis • Where specialist knowledge needs are identified, the Nurse/Midwife Educator will in conjunction with the Senior Nursing/Midwifery Group identify education needs and facilitate training • Supports nursing/midwifery staff in identifying relevant education, professional development activities and set annual performance goals • In conjunction with Senior Nursing/Midwifery group, assists nursing/midwifery staff, who have been identified as having a performance deficit, in developing an education plan to meet identified outcomes • In collaboration with the New Graduate Programmes, provides support, education and resources to the new graduates to ensure programme requirements are achieved • Is available as a mentor for nurses/midwives/preceptors where appropriate • In partnership with the Senior Nursing/Midwifery Group plan and review orientation programme for new staff • Maintains records of attendance at all teaching sessions • Works alongside new staff as part of Orientation processes 	
Promotes and utilises research and evidence-based nursing/midwifery practice	
<ul style="list-style-type: none"> • Facilitates and/or conducts research with an educational focus and assists in the application of research findings • Works in partnership to develop and maintain evidence-based inquiry and education resources • Utilises research inquiry to advance nursing best practice across the site and contribute to evidence-based policy and its evaluation through the quality and audit process 	<ul style="list-style-type: none"> • Use of contemporary sources of information and evidence • Alignment of education and resources across district and/or SI region where applicable
Maintains own professional development	
<ul style="list-style-type: none"> • Maintains own clinical competence and develops own portfolio demonstrating a commitment to self-development • Networks nationally and internationally and keeps up to date on trends and developments within education • In consultation with the Line Manager identifies educational programmes and conferences relevant to the role 	<ul style="list-style-type: none"> • Annual PDR with development objectives identified • Use of electronic / online resources for education and development • Presents papers at conferences and seminars and presents papers for publishing as required

Other Duties	
<ul style="list-style-type: none"> Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience Act as a role model for the Southern DHB Organisational Values 	<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 Southern DHB 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	
<ul style="list-style-type: none"> Identifying areas for personal and professional development 	<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	
<ul style="list-style-type: none"> Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Te Whatu Ora, Safety and Wellbeing policies, procedures and systems 	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Te Whatu Ora 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	
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Partnership – 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 Participation – 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 Protection – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori

Other Duties

<ul style="list-style-type: none"> • Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience • Act as a role model for the Southland Hospital Organisational Values • Acts up for the Charge Duty Nurse Manager as required 	<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 Te Whatu values in everything you do
Professional Development – self	
<ul style="list-style-type: none"> • Identifying areas for personal and professional development 	<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	
<ul style="list-style-type: none"> • Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Te Whatu Oras Health, Safety and Wellbeing policies, procedures and systems 	<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	
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Partnership – 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 • Participation – 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 • Protection – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori
Quality and Performance	
<ul style="list-style-type: none"> • Maintain professional and organisational quality standards 	<ul style="list-style-type: none"> • Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards

<ul style="list-style-type: none"> • Ensure delivered work is planned, delivered, and implemented consistently against quality standards • Continuously identify improvement opportunities to perform job in most effective manner • Investigate opportunities to achieve goals in a more efficient way • Actively uses the IOC data to assist with planning patient flow support activities 	
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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