

Te Whatu Ora

Health New Zealand

Position Description	
Employment Agreement:	NZNO Nursing & Midwifery MECA
Position Title:	Associate Charge Nurse Manager
Service & Directorate:	Ward 8Med, Medical Directorate
Location:	Otago
Reports to:	Charge Nurse Manager
Number of direct reports:	n/a
Date:	December 2022

Our Vision			
Better Health, Better Lives, Whānau Ora			
<p>We work in partnership with people and communities to achieve their optimum health and wellbeing</p> <p>We seek excellence through a culture of learning, enquiry, service and caring</p>			
Our Shared Values and Behaviours			
Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<p>Looking after our people:</p> <p>We respect and support each other. Our hospitality and kindness foster better care.</p>	<p>Being sincere:</p> <p>We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p>	<p>Best action:</p> <p>We are thoughtful, bring a positive attitude and are always looking to do things better.</p>	<p>As family:</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</p> <p>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</p> <p>Reduce health disparities by improving health outcomes for Māori and other population groups</p> <p>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 role is to assist and work collaboratively with the Charge Nurse Manager in the establishment and promotion of clinical nursing professional standards.</p> <p>The Associate Charge Nurse role provides clinical leadership, monitors and mitigates risk, actively engages in quality initiatives and manages the day-to-day functioning of the ward/unit/service to ensure delivery of safe patient focused care. Staff education is also an integral function of the Associate Charge Nurse role.</p> <p>This position does not encompass budget responsibility but has delegation of authority for management of staff within the unit/ward on a shift-by-shift basis.</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 many 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 work-flow; 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 Southern	External to Southern
<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 / Managers 	<ul style="list-style-type: none"> Other service providers (Te Whatu Ora 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"> Te Whatu Ora Southern 	
<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 be a registered nurse 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 practice when carrying out any task /function. 	
Knowledge and Skills	<ul style="list-style-type: none"> Knowledge of and demonstrates use of adult teaching and learning principles. 	

Personal Qualities	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, fine manipulation, 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.
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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 CNM / 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. In consultation with the nursing/midwifery team, ensures effective handover processes and ensure breaks are managed on a shift by shift basis. Ensures discharge planning processes are robust and timely. Demonstrates an understanding of consumables within the area and assist the CNM in identifying variances. Demonstrates knowledge of Te Whatu Ora Southern 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"> Delegates appropriately to skill mix and acuity on a shift by shift basis. Participates, as guided by CNM, in processes to manage poor performance and addresses sickness and absenteeism as required. Provides feedback to CNM 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.
Clinical Leadership	
Team Management on a shift by shift basis to establish and maintain a high standard of patient focused care within the allocated resources	
<ul style="list-style-type: none"> Ensures there is adequate leadership and supervision for hospital aides/ health care assistants, students and new staff on a shift by shift basis. Ensures the Team Based 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 Te Whatu Ora Southern 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 Manager. 	<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.

<ul style="list-style-type: none"> • 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. 	praising/ valuing staff endeavours and acknowledging patient satisfaction and good clinical care.
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 Te Whatu Ora Southern policies, procedures and quality standards & indicators and act initiate corrective actions as required and in consultation with the Charge Nurse Manager. • Ensures there is a good customer/ client service, working to improve customer satisfaction. 	<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.
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. 	<ul style="list-style-type: none"> • Communicates in an appropriate and professional manner, verbal and written.

<ul style="list-style-type: none"> • 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, Te Whatu Ora policies and procedures etc. 	<ul style="list-style-type: none"> • Privacy Act, Informed Consent and Code of Rights adhered to. • Abides by NCNZ Code of Conduct and Professional Boundaries guidelines.
To participate in inter-professional health care	
<ul style="list-style-type: none"> • Leads nursing and interdisciplinary groups in designing and implementing innovative, cost-effective patient care and evidence-based change. • Provides a primary point of contact within the speciality for patients/consumer and health professionals. • Initiates referrals to other members of the health care team in a timely manner. • Evaluates results of interventions using recommended criteria, revises management/treatment and initiates timely referral/care with relevant services/agencies. • Is a competent consultant for interdisciplinary client base. • Contributes to research and the dissemination of findings where possible. • Contributes to the development of interdisciplinary standards of practice and evidence-based guidelines Demonstrate leadership in establishing collaborative relationships within and across departments, hospitals, primary and secondary health to promote optimal patient/consumer health and safety and continuity of care. 	<ul style="list-style-type: none"> • Initiates timely referrals to other services in a timely and thorough manner. • Engages in team and MDT meetings as appropriates. • Initiate appropriate audit processes. • Consistently participates/leads multi-disciplinary team meetings and family conferences, representing the nursing perspective of patient/consumer needs, and enacting outcomes appropriately. • Leads in activities which monitor/audit delivery of quality patient care e.g. Certification processes, and current or retrospective nursing audits. • Engages in submission processes.
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. 	<ul style="list-style-type: none"> • Role models and proactively instigates best practise guidelines, NZ Nursing/ Midwifery Councils and Te Whatu Ora Southern 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.

<ul style="list-style-type: none"> Initiates and develops policy guidelines for nursing care utilising research-based evidence in collaboration with the Practice Development Nurse. 	
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 Te Whatu Ora Southern organisational values.
Contribution to Organisational Leadership	
<ul style="list-style-type: none"> Participate collectively with other Associate Charge Nurses to provide a collaborative service management function. Acts up for the Charge Nurse Manager as required. 	<ul style="list-style-type: none"> Participate in focus groups/projects that advance issues and strategies of service/organisational priority.
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 Te Whatu Ora Southern Organisational Values.</p>	<p>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</p> <p>You produce work that complies with Te Whatu Ora Southern processes and reflects best practice.</p> <p>Research undertaken is robust and well considered.</p> <p>Live and support the Te Whatu Ora Southern values in everything you do.</p>
Professional Development – self	
Identifying areas for personal and professional development.	<p>Training and development goals are identified/agreed with your manager.</p> <p>Performance objectives reviewed annually with your manager.</p> <p>You actively seek feedback and accept constructive criticism.</p>
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Te Whatu Ora Southern's Health, Safety and Wellbeing policies, procedures and systems.	<p>You understand and consistently meet your obligations under Te Whatu Ora Southern's Health and Safety policy/procedures.</p> <p>You actively encourage and challenge your peers to work in a safe manner.</p> <p>Effort is made to strive for best practice in Health and Safety at all times.</p>
Treaty of Waitangi	
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><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.</p> <p><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</p>

	<p>our people and work hard to remove barriers of access to health and education.</p> <p><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.</p>
Quality and Performance	
<p>Maintain professional and organisational quality standards.</p> <p>Ensure delivered work is planned, delivered, and implemented consistently against quality standards.</p> <p>Continuously identify improvement opportunities to perform job in most effective manner.</p> <p>Investigate opportunities to achieve goals in a more efficient way.</p> <p>Actively support the role out of Releasing Time to Care.</p>	<p>Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards.</p>

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