

POSITION DESCRIPTION



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Health New Zealand, Te Tai o Poutini West Coast is committed to the principles of Te Tiriti o Waitangi | Treaty of Waitangi and the objectives of all New Zealand Health and Disability strategies. This commitment prioritises meaningful engagement with Tangata Whenua at strategic and operational service levels and recognises that all staff have a responsibility to help eliminate disparities in health outcomes between Māori and non-Māori.

Position Title:	Duty Nurse Manager	
Reports daily to:	Nurse Director Operations	
Key Relationships:	Internal: • Consumers, family/whānau and carers • Operations Managers Northern, Southern and central • Wards and Departments, Te Nikau Hospital & Health Centre & wider Te Tai o Poutini West Coast • Director of Nursing • General Manager • Nurse Managers • Clinical Nurse Managers • Associate Clinical Nurse Managers • Health New Zealand, Te Tai o Poutini West Coast Nursing & Midwifery • Workforce Development Team • Operation managers • Nursing Staff including Psychiatric Nurses • Allied Health • Union Representatives • Members of the Multidisciplinary team • Clinical Nurse Specialists/ Nurse Consultants • Medical Staff- RMO's SMO's, locums • People and Capability • Quality Team • Planning and funding • Maori Health workers	External: • Iwi, hapu, whānau and other community stakeholders • Government agencies (i.e. ACC, Land Transport Agency, Police, etc.) • NGO's • Patients and Families • Waitaha Canterbury • St John • Flight Teams • Other Te Whatu Ora Localities • Emergency Planners • Community • Private Care Providers (i.e. aged care, general practice, home care, pharmacies) • West Coast Primary Health Organisation (PHO)
Role Purpose:	The Duty Nurse Manager (DNM) is responsible for smooth coordination of Health New Zealand, Te Tai o Poutini West Coast 24 hours a day. They will work in conjunction with the CNM's, RMO's and staff to provide a safe and effective team that delivers an excellence of care to our patients. The DNM will empower and enable staff to provide high quality care to patients whilst keeping within budget constraints. This role will work closely with the Clinical Nurse Managers and Nurse Director to ensure ministry requirements are adhered too. After hours, the DNM will assist with coordination of the RMO's. They will contribute to Health New Zealand, Te Tai o Poutini West Coast's vision and enable the model of care to become a reality. The key deliverables are: 1. Demonstrates expert leadership and management knowledge as well as clinical skills in the use of nursing process facilitating ongoing care & contract service. 2. Works in collaboration with the health team, promotes and helps facilitate and co-ordinates multidisciplinary care ensuring safe discharge planning.	

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	3. Takes the lead in the culture of Health New Zealand, Te Tai o Poutini West Coast ensuring a positive attitude and clear concise communication in a caring manner. 4. Works with the CNM's and ACNM's to cohesively provide service delivery across Health New Zealand, Te Tai o Poutini West Coast. 5. Ensures that all nursing practice is safe, legal, effective and responsive to the needs of the patients and their significant others. 6. Collaborates with appropriate staff in the development and implementation of established standards of care. 7. Applies new clinical practices based on research, expert knowledge and technical competencies when working with patients or relieving for breaks. 8. Develops an environment, which places a responsibility and authority for decision making at the level closest to the situation. 9. Is a resource to others in the evaluation of nursing care and service delivery. 10. Understands and practises the principles of quality management and uses quality audits to ensure continuous quality improvement. 11. Demonstrates effective management of complaints, incidents and hazards as per Health New Zealand, Te Tai o Poutini West Coast policies and procedures. 12. Has a good understanding of the direction of Health New Zealand, Te Tai o Poutini West Coast and the model of care it is working towards. 13. Acts as a professional role model, mentor, and specialist resource person. 14. Serves as a change leader and is able to facilitate changes in clinical and professional practice as appropriate. 15. Supports the nursing team to have the right skills and knowledge. 16. Assists in co-ordinating patient transfers including the method of transport required as per current guidelines. 17. Co-ordinates physical and staffing resource that ensures appropriate responses and outcomes in the event of an emergency/disaster
Complexity:	Most challenging duties typically undertaken or most complex problems solved: • Collaborative, evidence-based assessment, diagnostic inquiry, planning, and interventions • Nursing care and expertise in the direct care of clients and in support to other staff • Supports/contributes to sustainable integration • Ability to "work smarter" by being innovative and proactive. • Ability to "work together" in a truthful and helpful manner. • Accepts responsibility for actions. • Ability to provide inspirational and motivational leadership. • Ability to work with Nurse Director Operations, Operational managers coast wide and CNM's to implement change in a positive way. • Ability to create a positive work culture. • Understands and is willing to work within Health New Zealand, Te Tai o Poutini West Coast vision and values • Ability to work alongside staff to assist them to develop and improve their clinical practise.

Organisational Vision and Values:

Our vision is for an integrated West Coast health system that is clinically sustainable and fiscally viable; a health system that wraps care around a person and helps them to stay well in their community.

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All activities of Health New Zealand , Te Tai o Poutini West Coast reflect the values of:

- Manaakitanga – caring for others
- Whakapapa – identity
- Integrity
- Respect
- Accountability
- Valuing people
- Fairness
- Whanaungatanga – family and relationships
- Pono - truth

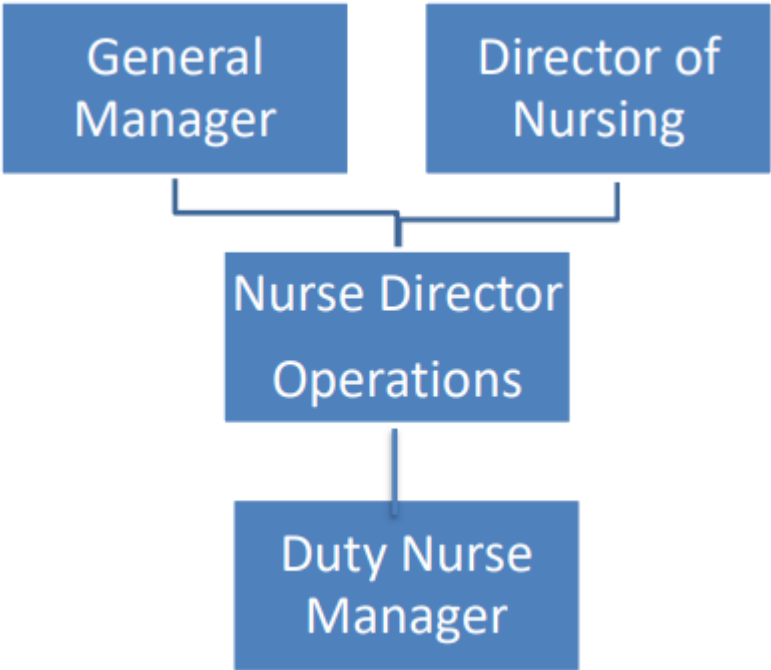
He mihi

E ngā mana
E ngā reo
E ngā iwi o te motu
Tēnei te mihi ki a koutou katoa

He whakatauki

Ko tau rourou, ko taku rourou, ka ora ai te iwi
With your contribution and my contribution we will be better able to serve the people.

PLACE IN THE ORGANISATION:



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KEY ACCOUNTABILITIES:

The DNM is responsible for:	The DNM will be successful when:
1. Professional responsibility Demonstrating professional, legal, and ethical responsibilities; and cultural safety. Complying with all Health New Zealand, Te Tai o Poutini West Coast policies and procedures. Demonstrating evidence-based knowledge and clinical judgement. Accepting accountability for own actions and decisions. Escalating professional issues appropriately.	• Accepts responsibility for ensuring own decisions, practice, and conduct meets the professional, ethical, and legal standards outlined in relevant legislation, codes of conduct, and organisational policy • Reads and adheres to all Health New Zealand, Te Tai o Poutini West Coast policies and procedures, and practices in accordance with relevant ethical frameworks • Identifies, discusses, documents, and manages ethical issues with clients, whānau, and the interprofessional team • Practices in a manner that is deemed by all clients and family to be culturally safe • Practices in a way that is deemed by tangata whenua and whānau to be culturally safe and based on the principles within the Treaty of Waitangi in order to achieve equity of health outcomes for Māori • Demonstrates accountability for directing, monitoring, and evaluating nursing care that is provided by nurse assistants, Enrolled Nurses, and others; and utilising more experienced members of the health care team to assist with problem solving and setting priorities • Represents the organisation and the nursing profession positively; projecting a professional image of nursing • Supports an environment that enables patient safety, independence, quality of life, and health • Briefs line manager and team regarding any emerging clinical issues • Refers all matters and concerns related to professional practice of staff to their line managers in the first instance and/or Nursing director operations including: 1. Deficiencies in quality care and professional standards 2. Incidents related to consumers, which may affect wellbeing 3. Matters of noncompliance with Health New Zealand, Te Tai o Poutini West Coast policies and procedures 4. Matters of unresolved staff conflict 5. Security breaches and quality standards failure
2. Management of nursing care Demonstrates evidence-based nursing knowledge in the holistic management of client care. Working with clients, family/whānau, and other health professionals to provide timely access to care in order to optimise outcomes. Supporting a sustainable work environment that is fiscally responsible. Demonstrating accurate and professional documentation and	• Demonstrates planned, effective, timely, clinical oversight of clients, ensuring the Registered Nurse works within their scope of practice to enable: 1. Person/whānau led care 2. Excellence in Māori health and disability outcomes 3. Excellence in rural health and disability outcomes 4. Health New Zealand, Te Tai o Poutini West Coast vision and values • Utilises current research and evidence-based practice to support effective, collaborative decision-making regarding the care of clients within the service. This decision making includes holistic: 1. Assessment 2. Diagnostic inquiry 3. Planning 4. Interventions/treatment 5. Evaluation of clinical care • Uses evidence-based, approved assessment tools to inform assessment

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maintenance of data security at all times. Preventing, managing, and escalating matters of clinical risk appropriately.	• Contributes to an organisational environment that values and prioritises the input of all consumers and their families/whānau/community; ensuring that consumers and their whānau are active and informed partners in the holistic planning and delivery of their care (with a focus on prevention and continuity) • In partnership with the client and their whanau, uses assessment skills and knowledge of pathophysiology and pharmacology to develop: accurate, collaborative, holistic, documented care plans • Safely performs practical clinical skills according to policy and procedure, which may include but are not limited to: phlebotomy, near-patient testing, wound dressings, and/or IV therapy. • Collaboratively identifies health promotion and care management goals that are important to the client and their whānau • Effectively and safely prioritises own workload and care coordination • Prioritises patient telephone calls, providing advice and/or referral as necessary • Within scope of practice, recommends/orders appropriate diagnostic tests and recommends/prescribes therapies based on the client’s clinical status and care management goals; explaining the rationale, preparation, nature, and anticipated effects of these tests and therapies to the client, their whānau, and other members of the care team. Documents these conversations as well as the client response to these interventions. • Within scope of practice, recommends/prescribes evidence-based therapies (pharmacological and nonpharmacological) as well as appropriate referrals to other services that meet the needs of the client and their family/whānau. This is done in accordance with organisational policy and procedure. • Works in partnership with staff, the client/whānau to link into relevant Māori Health services • Ensures the client and their whānau are provided with culturally and cognitively appropriate information about: their rights, the range of treatment options available, and the effects and risks associated with these treatment options; seeking and documenting informed consent • In partnership with the client and their whānau, identifies educational needs to improve health literacy and empower wellness • Provides education to clients and whānau effectively by assessing learning readiness, and evaluating existing knowledge and determinants of health that may impact on learning and utilisation of new knowledge • Advocates on behalf of the client, whānau, and/or team as appropriate • Identifies barriers related to accessing services and client satisfaction and works with the interprofessional team to remove these • Communicates, collaborates, and coordinates care with other health professionals to ensure best outcomes for clients and their whānau • Ensures care is being coordinated in a timely manner to facilitate smooth transition of the client between services and along their care plan • Regularly attends multidisciplinary team meetings to promote continuity of quality care • Modifies practice, as appropriate, to take into account the impact of wider determinants of health, including changes to health strategy and models of care
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	• Utilises resources in a cost-effective manner and raises any resourcing issues with line manager as soon as identified • Ensures all documented information is entered and compliant with Te Tai o Poutini policy and collected information is stored and access-protected in accordance with the Health Information Privacy Code (2020) • Documents in a professional, accurate, confidential, and timely manner (within 24 hours), and ensures patient/whānau involvement in decision-making is visible • Demonstrates an ability to collaboratively prevent, escalate, and manage adverse events/crises/emergencies, including unexpected client responses and situations that may compromise the safety of the client or others.
3. Interpersonal relationships Demonstrating effective interpersonal relationships.	• Establishes, maintains, and concludes therapeutic interpersonal relationships with other health professionals, clients and whānau • Promotes practice in a negotiated partnership with staff, the client and whānau (where and when possible) • Role models professional communication in all interactions • Role models professional boundaries in all interactions with clients/whānau • Establishes and maintains professional relationships with key stakeholders working within Health New Zealand, Te Tai o Poutini West Coast and wider community • Role models the vision and values set by Health New Zealand , Te Tai o Poutini West Coast • Supports a work environment that conducive to harmonious work relationships • Role models and promotes professional conflict resolution
4. Interprofessional health care and quality improvement Actively participating as a member of the interprofessional team to plan, provide, and evaluate the effectiveness of care delivery.	• Role models the principles of interprofessional practice, and respects and values the contributions of others within the care team. Can articulate how interprofessional practice helps to achieve high quality, client-centred care. • Collaborates and participates with colleagues and members of the health care team to plan, facilitate, and coordinate care • Initiates referrals and care planning with other members of the care team in a timely manner • Participates in multidisciplinary team meetings; representing the nursing perspective regarding client needs and implementing outcomes appropriately
5. Supporting and facilitating the development of others Working alongside others to help develop their practice by: sharing own knowledge and experiences, preceptoring, coaching, mentoring, and guiding. This includes supporting students, new graduates, and new members of staff.	• Prioritises own workload to free up time to support and assist others in the team • Works alongside other staff to support practice development • Supports a practice environment that encourages learning and evidence-based practice • Supports an environment that has good collegial relationships and working to a common goal with the values and vision of Health New Zealand, Te Tai o Poutini West Coast in mind. • Educates colleagues, students, and other staff according to Health New Zealand, Te Tai o Poutini West Coast policy and procedure, and in collaboration with others • Ensures a quality standard of preceptorship is maintained when working alongside others to enhance their skills and experience

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	- Utilises contemporary teaching principles and learning models, as outlined by Health New Zealand, Te Tai o Poutini West Coast and/or relevant educational body - Demonstrates a willingness to support colleagues who are in their first year of practice, utilising appropriate programme frameworks
6. Own competence and professional development Maintaining competence according to the Nursing Council of New Zealand's competencies for Registered Nurses. Demonstrating a personal commitment to maintaining requirements of continuing competence, including development hours.	- Maintains organisational requirements around mandatory training and other professional development requirements relevant to role - Undertakes professional development as approved/requested by line manager - Participates in own annual competence/performance review, with feedback utilised proactively as an opportunity for professional growth - Maintains ongoing education at least to the level required to maintain own Annual Practising Certificate and/or RN Prescribing endorsement - Notifies line manager of any changes to scope/conditions of practise - Participates in regular peer review - Participates in regular clinical and professional supervision - Holds and promotes relevant professional portfolios (i.e. PDRP and Takarangi Cultural Competency)
7. Honouring diversity and challenging inequity Demonstrates commitment to Treaty of Waitangi principles when working with tangata whaiora and whānau. Consistently demonstrates awareness and sensitivity of cultural differences when working with clients and their whanau, and when working with clinical and non-clinical colleagues.	- Demonstrates culturally safe practice that reflects principles found in the Treaty of Waitangi, Tikanga Best Practice Guidelines, and Takarangi Cultural Competency Framework - Recognises Māori as tangata whenua and works in collaboration with the Māori Health Team and local iwi to develop strategies aimed at achieving equity for Māori within the service - Consistently demonstrates awareness and sensitivity of cultural differences when working with consumers and their families/whānau, and when working with clinical and non-clinical colleagues across Health New Zealand, Te Tai o Poutini West Coast - Consistently respects the spiritual beliefs, sexual orientation, and cultural practises of others, including colleagues - Demonstrates care and respect for diversity in the workplace, including care and respect for internationally trained colleagues
8. Health and Safety Maintaining a high quality, safe, secure work environment by following relevant Health New Zealand, Te Tai o Poutini West Coast policies, protocols, and standards. Actively managing risk.	All Health New Zealand, Te Tai o Poutini West Coast staff are required to meet all Health & Safety requirements as described in the Health and Safety at Work Act (2015), and to observe all relevant Health New Zealand, Te Tai o Poutini West Coast policies and procedures. This includes: - Personal commitment to zero harm - Reporting for duty in a fit state, free from the influence of alcohol/drugs - Ensuring personal health, safety, and wellbeing - and that of others - Reporting actual or potential hazards via the Safety1st incident reporting system - Assisting with responding to, and resolving, client concerns or complaints in a way that is professional and sensitive - Using all protective equipment provided, as appropriate - Ensuring that all accidents or incidents are promptly reported to line manager(s) - Reporting any pain or discomfort to the line manager(s) as soon as it develops - Seeking advice from the line manager(s) if unsure of any work practices - Contributing to initiatives aimed at improving health, safety, and wellbeing - Complying with all organisational health and safety policies including those related to: handling of instruments, storage of medicines, disposal of sharps, and any other potentially dangerous equipment or substances
9. Quality Ensuring a quality service is provided and taking an active	Every Health New Zealand, Te Tai o Poutini West Coast staff member is responsible for ensuring a quality service is provided. This includes:

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role in quality activities identifying areas of improvement. Actively managing threats to a quality service.,	- Identifying and actioning quality improvement activities in collaboration with line manager(s) and other key stakeholders - Working collaboratively to achieve 100% compliance with relevant service audit schedule(s), including accreditation and other legislated compliance programmes - Contributing to relevant audits in collaboration with key stakeholders to evaluate clinical standards and patient outcomes in accordance with national and organisational standards. This includes actively contributing to any initiatives aimed at addressing corrective actions. - Supporting timely investigation and management of complaints - Contributing to the development of relevant policies and procedures as required - Supporting colleagues and members of the interprofessional team to develop and implement ideas for practice innovations - Working alongside the Health New Zealand, Te Tai o Poutini West Coast Quality Team and the Clinical Quality Improvement Team (CQIT) to implement initiatives aimed at improving the patient journey and care standards
10. Special projects/duties	Is a member of groups and/or committees as directed by line manager
10. Reporting line, base, hours of work, and work resources Maintains appropriate practice hours to maintain clinical competence.	- Reports daily to line manager - Negotiates all hours of work with line manager - Maintains appropriate practise hours to maintain continuing competence requirements and an Annual Practising Certificate

PERSON SPECIFICATION:

Qualifications and Experience- Essential
- New Zealand Registered Nurse with a current Annual Practising Certificate without any conditions on scope/practise that may prevent ability to fulfil requirements of the role - At least five year experience as a senior nurse - Completion of, or personal commitment to undertake, cultural competency training - Computer literacy (i.e. Microsoft suite, iPMS, Health Connect South)) - Understanding of Trendcare and CCDM - Postgraduate Diploma or working towards
Qualifications and Experience- Desirable
- Previous experience in a Registered Nurse position, and working with standing orders - Advanced Resuscitation (CORE advanced) - Previous experience in a Leadership role - Current portfolio as part of the Professional Development and Recognition Programme (PDRP) - Able to relieve in sole practitioner areas such as CCU and Paeds
Personal Attributes
- Clinically credible, respected, and person centred - Demonstrates high standards in terms of personal competence and professional practice - Demonstrates cultural competence and evidence of application of the principles of the Treaty of Waitangi to provision of equitable health services - Proven assessment and communication skills, including the ability to think critically - Has an ability to consistently form therapeutic relationships with consumers and their families/whānau - Demonstrated passion and commitment to professional development of self and others

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• Ability to work autonomously, use own initiative and accept responsibility for own actions • Flexible, adaptable, embraces change • Self-motivated • Proven ability to work as part of a team and positively contribute to the achievement of shared goals/outcomes • Able to work under pressure and prioritise competing demands
Knowledge of (but not limited to):
• Health Practitioners Competence Assurance Act (2003) • Treaty of Waitangi and its application to health • He Ara Oranga and the government’s response to the NZ Mental Health Inquiry • He Korowai Oranga/Māori Health Strategy (2002) • New Zealand Health Strategy (2023) • Compulsory Assessment and Treatment Act (1992) • Misuse of Drugs Act (1975) and Regulations • Nursing Council New Zealand Code of Conduct (2012) • Health and Disability Act • Health and Disability Commissioner (Code of Health and Disability Services Consumer’s Rights) Regulations (1996) • Privacy Act (2020) and Health Information Privacy Code (2020) • Health and Safety in Employment Act (2015)

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.

Signed on behalf of Health New Zealand, Te Tai o Poutini West Coast

I accept the terms and conditions as outlined in this Position Description

Name _____

Position _____

Date _____

Health New Zealand,
Te Tai o Poutini West Coast

Name _____

Duty Nurse Manager

Date: _____

Health New Zealand,
Te Tai o Poutini West Coast