

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Clinical Nurse Manager – Acute Stabilisation Unit Te Rau Kawakawa		
Reports to	Operations Manager Northern		
Location	Te Rau Kawakawa, Westport		
Direct Reports	Operations Manager Northern	Total FTE	1.0

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

be responsible for smooth coordination of the nursing services in the Acute Stabilisation Unit and to enable excellence in rural clinical outcomes in alignment with Health New Zealand vision and values. To achieve this, the Clinical Nurse Manager will support the Northern Operational Manager with operational and clinical nursing leadership; empowering staff to provide high quality, integrated care that is also sustainable. Key functions of the role include:

1. Supporting the Northern Operational Manager with operational management, including ensuring a positive working environment; performance; that workforce resource is matched to demand; and that safe staffing is achieved through evidence-based, transparent decision making, compliance with relevant MECAs and financial management
2. Supporting a sustainable health workforce; working collaboratively with others to develop Health New Zealand, Te Tai o Poutini West Coast's early workforce pipeline, growing the Māori workforce, recruitment and retention, and succession planning.
3. Providing clinical leadership to ensure evidence-based, culturally competent, timely, and appropriate care is provided to achieve equitable health outcomes.
4. Serving as a change agent; supporting sustainable service changes informed by national and local strategy, and promoting integration to further embed the Health New Zealand, Te Tai o Poutini West Coast model of care.
5. Supporting service and practice development; developing processes within the service, and supporting others to achieve excellence in rural care.

6. Be open to working with the wider CNM team throughout Te Tai o Poutini West Coast by attending staffing meetings etc

Key Result Area	Expected Outcomes / Performance Indicators
Professional responsibility	• Role models and promotes professional, ethical, legal, and culturally safe nursing practice in accordance with relevant legislation, codes of conduct, organisational policies, and the principles of Te Tiriti o Waitangi. • Leads adherence to Health New Zealand Te Tai o Poutini West Coast policies, procedures, and ethical frameworks. • Identifies, manages, and documents ethical issues in collaboration with patients, whānau, and the interdisciplinary team. • Promotes equitable health outcomes for Māori, Pacific peoples, and all communities by fostering an inclusive, culturally responsive environment. • Demonstrates and promotes professional communication, clinical decision-making, accountability, and autonomy. • Provides leadership, direction, and oversight of delegated nursing care, supporting staff development, prioritisation, and safe clinical practice. • Represents the organisation and nursing profession positively, maintaining high professional standards. • Promotes a safe, high-quality care environment that supports patient safety, independence, and wellbeing. • Escalates emerging clinical, quality, professional, and operational concerns to the appropriate manager and Executive Clinical Lead i.e Nurse Director-Operations, Director of Nursing, including issues related to patient safety, professional standards, policy compliance, staff conflict, security, and quality of care.
Management of Nursing Care	• Leads and promotes person/whānau-centred, evidence-based care that supports equitable health outcomes for Māori, rural communities, and all populations, aligned with Health New Zealand Te Tai o Poutini West Coast values. • Supports comprehensive assessment, care planning, implementation, evaluation, and clinical decision-making using current evidence, approved assessment tools, and best practice. • Partners with clients and whānau to develop, coordinate, and evaluate care plans that promote health literacy, informed decision-making, continuity of care, and access to appropriate services, including Māori health services. • Collaborates effectively with the interdisciplinary team and external providers to coordinate timely referrals, facilitate care transitions, and achieve optimal client outcomes. • Advocates for clients and whānau, identifies and addresses barriers to care, and promotes equitable access to health services. • Provides clinical leadership in managing complex care, recognising, and responding to deterioration, adverse events, and emergencies, while seeking expert advice when required.

	• Ensures accurate, timely, confidential, and legally compliant clinical documentation, risk assessment, and information management in accordance with organisational policy and privacy legislation. • Promotes safe practice, including restraint minimisation, patient safety, and continuous evaluation of care quality and outcomes.
Interpersonal Relationships	• Establishes, maintains, and concludes therapeutic interpersonal relationships with clients and whānau. • Promotes practice in a negotiated partnership with the client and whānau (where and when possible) • Role models professional communication in all interactions • Establishes and maintains professional relationships with key stakeholders working within Health New Zealand, Te Tai o Poutini West Coast, and South Island; ensuring the service is well connected and informed, while also sharing a rural perspective • Promotes a work environment conducive to harmonious work relationships and high staff morale. • Role models and promotes professional conflict resolution. • Coordinates de-fusing and de-briefing activities within the service and outside the service (as appropriate) • Promotes, leads, and supervises a 'zero-tolerance' approach to bullying • Promotes the development of a culture of appreciation among staff
Interprofessional Health Care and Quality Improvement	• Promotes and participates in an environment that encourages collaboration between members of the health care team to facilitate and coordinate care. • 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. • Coordinates multi-disciplinary team meetings and family conferences, representing the nursing perspective of client needs, and enacting outcomes appropriately
Supporting the Professional Development of Others	• Demonstrates effective workload management to provide clinical leadership, coaching, mentoring, and support to colleagues. • Fosters a positive learning culture that promotes evidence-based practice, continuous professional development, and reflective practice. • Provides education, preceptorship, and clinical supervision to staff, students, and new graduates in accordance with Health New Zealand Te Tai o Poutini West Coast policies and recognised educational frameworks. • Supports staff development through coaching, debriefing, and professional supervision, encouraging participation in programmes such as NETP and PDRP. • Motivates and empowers team members to develop their knowledge, skills, and confidence, contributing to high-quality care, workforce capability, and staff retention.

Human Resource Management	• Supports effective recruitment, induction, and orientation processes to ensure staff are appropriately prepared for their roles. • Maintains accurate workforce records and monitors compliance with organisational requirements, including practising certificates, mandatory training, performance appraisals, professional development, and credentialing. • Leads and supports staff performance development through appraisal, coaching, clinical audit, and evidence-based feedback, addressing performance concerns in a supportive and timely manner. • Assists the Northern Operational Manager with performance management and employment relations processes, including grievances and disciplinary matters, in accordance with Health New Zealand policies and People & Capability guidance. • Contributes to workforce planning, succession planning, recruitment, retention, and staff wellbeing initiatives to build a sustainable, engaged, and high-performing workforce.
Resource Utilisation and Financial Performance	• Alongside the Northern Operational Manager, accepts fiscal responsibility regarding allocated resources to optimise the provision of high quality, cost-effective, rural health care • With guidance from the Northern Operational Manager, advises and provides direction on best use of resources to meet the service's strategic direction and commitments contained in Health New Zealand, Te Tai o Poutini West Coast Annual Plan • Supports budget and forecasting activities, specifically around resourcing and expenditure within the service. Works alongside the Northern Operational Manager to ensure accurate budgeting of resource within the service. • Assists to provide direction regarding capital expenditure within the service, as well as new investments (i.e. technologies) • Ensure's effective and sustainable rostering of the workforce; ensuring adherence to the principles of CCDM, relevant MECAs, and budgets. • Assists the Northern Operational Manager to manage staff leave within the service. • Ensure's equipment is maintained in a serviceable and cost-efficient manner, and that planning is undertaken for replacement as necessary. • Supports the efficient use and ordering of centralised supplies to ensure adequate stocks are maintained within agreed levels. • Confirm/authorise the accuracy of timesheets
Change Management	• Leads and manages change initiatives within the service, ensuring change processes are person-centred, evidence-informed, and aligned with organisational priorities. • Supports and guides staff through change, fostering engagement, resilience, and adoption of new models of care and ways of working.

	• Applies evidence-based change management principles to implement service improvements and integrated models of care in collaboration with clinical and operational leaders.
Professional Development	• Maintains organisational requirements around mandatory training and other professional development requirements relevant to the role. • Undertakes professional development activities as approved/requested by line manager, to keep abreast of current trends and issues in nursing. • 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. • Notifies line manager of any changes to scope/conditions of practise. • Participates in regular peer review.
Quality	• Leads and promotes a culture of continuous quality improvement, supporting service excellence and compliance with organisational, accreditation, and legislative standards. • Identifies, implements, and evaluates quality improvement initiatives, audits, and corrective actions in collaboration with key stakeholders. • Supports the timely investigation and resolution of complaints, incidents, and quality concerns to improve patient outcomes. • Contributes to the development and review of policies, procedures, and evidence-based practice improvements. • Encourages innovation and collaborates with the Quality Team and Clinical Quality Improvement Team (CQIT) to enhance patient experience, safety, and quality of care.
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.

Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
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Relationships

External	Internal
• Iwi, hapu, whānau and other community stakeholders • Non-Governmental Organisations (NGOs) and other providers of health/disability/support services • Private Care Providers (i.e. aged care, general practice, home care, pharmacies) • West Coast Health • Māori Health and Social Service Providers	• Consumers, family/whānau and carers • All other Te Tai o Poutini West Coast staff Central Region leadership (i.e. Nurse Consultants and Duty Nurse Managers) • Director of Nursing • Finance – Management Accountant • Northern Region leadership (i.e. Operations Manager (Northern), CNMs, ACNMs, Clinical Director,

Colleagues and services in other Te Whatu Ora districts and regions, especially within Te Wai Pounamu	Admin manager, Allied Health Manager) - Interprofessional team - Organisation & Development - Hauora Māori Health Team - Nurse Director (Operations) - Nurse Director (Workforce) and the Workforce Development Team/Education Cluster - People & Capability - Planning & Funding - Quality Team
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About you – to succeed in this role

You will have

Essential:

- [New Zealand Registered Nurse with a current Annual Practising Certificate with no conditions on practise that may prevent ability to fulfil requirements of the role.
- Relevant postgraduate qualification – minimum is a Postgraduate Diploma or working toward same
- Minimum 3 years' post-registration experience
- Completion of, or personal commitment to undertake, cultural competency training.
- Full 'clean' NZ driver's license and the ability to drive a manual transmission vehicle.
- Computer literacy (i.e. Microsoft suite)

Desired:

- Previous experience in a senior nursing position
- Current portfolio as part of the Professional Development and Recognition Programme (PDRP)

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
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