Health New Zealand
Te Whatu Ora

Position Description | Te whakaturanga ō mahi
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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	Associate Clinical Nurse Manager
Reports to	Clinical Nurse Manager General Ward/CCU
Location	Greymouth
Department	General Ward/CCU

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 working alongside the CNM, to ensure smooth coordination of the ward / unit empowering staff to provide high quality care to patients whilst keeping within budget constraints. This role will work closely with CNM's, Nurse Directors and Allied Health leadership to ensure ministry requirements are adhered to. It will contribute to the Health New Zealand, Te Tai o Poutini West Coast vision and enable the model of care to become a reality.

Key functions of the role include:

1. Supporting the CNM: 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, and compliance with relevant MECAs
2. Demonstrates expert knowledge and clinical skills in the use of nursing process facilitating ongoing care / & contract service.
3. In collaboration with the health team, promotes, facilitates and co-ordinates multidisciplinary care.
4. Ensures that all nursing practice is safe, legal, effective and responsive to the needs of the patients and their significant others.
5. Collaborates with the CNM and appropriate staff in the development and implementation of standards of care.
6. Initiates and applies new clinical practices based on research, expert knowledge and technical competencies, e.g. clinical pathways.

7. Understands and practises the principles of quality management and uses quality audits to ensure continuous quality improvement. Providing clinical leadership to ensure evidence-based, culturally competent, timely, and appropriate care is provided to achieve equitable health outcomes. prompting integrated interprofessional models of care; and leading service delivery changes to improve consumer experience and outcomes with a focus on achieving equity for Māori
8. Assists CNM to demonstrates effective management of complaints, incidents and hazards as per Health New Zealand, Te Tai O Poutini West Coast's policies and procedures
9. Has a good understanding of the direction of the Health New Zealand, Te Tai O Poutini West Coast and the model of care it is working towards

Key Result Area	Expected Outcomes / Performance Indicators
Professional Responsibility	• Role models and reinforces team 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 • Role models and leads adherence to all Health New Zealand, Te Tai O Poutini West Coast policies and procedures, and practice in accordance with relevant ethical frameworks • Identifies, discusses, documents, and manages ethical issues with clients, whānau, and the interprofessional team • Role models and promotes practice that is deemed by all clients and family to be culturally safe • Role models and promotes practice 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 • Contributes to an environment that values and prioritises the access, leadership, and needs of tangata whenua/Māori and all Pacific peoples, including the achievement of equitable health outcomes • Role models and promotes professional communication, decision-making, accountability, and autonomy • Role models and promotes 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 • Promotes 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 to line manager and relevant Executive Clinical Lead (i.e. Nurse Director), including: o Deficiencies in quality care and professional standards

	○ Incidents related to consumers, which may affect wellbeing ○ Matters of noncompliance with the Health New Zealand, Te Tai O Poutini West Coast's policies and procedures ○ Matters of unresolved staff conflict ○ Security breaches and quality standards failure policies and procedures, and practice in accordance with relevant ethical frameworks
Management of Nursing Care	• Promotes: planned, effective, timely, clinical management of clients to enable: ○ Person/whānau led care ○ Excellence in Māori health and disability outcomes ○ Excellence in rural health and disability outcomes ○ The Health New Zealand, Te Tai O Poutini West Coast's 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: ○ Assessment ○ Diagnostic inquiry ○ Planning ○ Interventions/treatment ○ Evaluation of clinical care • Promotes evidence-based, approved assessment tools to inform assessment • Promotes 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) • Supports the team to collaboratively identify health promotion and care management goals that are important to the client and their whānau • Effectively and safely prioritises and manages care coordination and own caseload • Supports the care team to explain the rationale, preparation, nature, and anticipated effects of any tests and/or therapies to the client, their whānau, and other members of the care team. Promotes documentation of these conversations as well as the client response to these interventions. • Encourages the care team to work in partnership with 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

- Supports the care team to identify client/whānau educational needs to improve health literacy and empower wellness
- interprofessional team, including cross-sectorial team members; communicating and coordinating referrals to appropriate services and seeking advice from others as required.
- Coordinates regular interprofessional reviews of client care In partnership with the client, their whānau, and the interprofessional team evaluating the client's care plan to ensure it is achieving the planned, prioritised care management goals
- Promotes that principles of care management include maintaining continuity of plan and provider
- Ensures care is being coordinated in a timely manner to facilitate smooth transition of the client between services and along their care plan
- Promotes restraint minimisation as per Health New Zealand, Te Tai O Poutini West Coast policy and procedure
- 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 Operational managers and interprofessional team to remove these
- Communicates, collaborates, and coordinates care with other health professionals to ensure best outcomes for clients and their whānau
- Uses advanced nursing skills to establish and negotiate meaningful, strategic relationships with colleagues from all relevant services (internal and external the Health New Zealand, Te Tai O Poutini West Coast). Relationships are formed based on mutual, client-centred goals. Works proactively to maintain these.
- Facilitates care planning in collaboration with the
- Ensures all documented information is entered and compliant with Health New Zealand, Te Tai O Poutini West Coast policy
- Ensures all collected information is stored and access protected in accordance with the Health Information Privacy Code (1994)
- Documents in a professional, accurate, confidential, and timely manner (within 24 hours), and ensures patient/whānau involvement in decision-making is visible
- Ensures all information is documented in the appropriate place (i.e. paper clinical file/electronically) to ensure effective communication and continuity of care. This includes reporting of data as required.
- Maintains and updates risk assessment information as per organisational requirements

	• 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 • Acknowledges own limitations in complex situations and utilises appropriate resource people when necessary
Interpersonal Relationships	• Establishes, maintains, and concludes therapeutic interpersonal relationships with patients and whānau • Promotes practice in a negotiated partnership with the patients and whānau (where and when possible) • Role models professional communication in all interactions • Establishes and maintains professional relationships with key stakeholders working within our organisation, 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 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, patient-centred care. • Coordinates multi-disciplinary team meetings and family conferences, representing the nursing perspective of patient needs, and enacting outcomes appropriately • Promotes referrals to other members of the health care team in a timely manner • Promotes a nursing perspective within the care team
Supporting and Facilitating the Development of Others	• Prioritises own workload to free up time to support and assist others in the team • Works alongside staff to skilfully coach, guide, and mentor in order to support practice development of an individual and/or team • Promotes a practice environment that encourages learning and evidence-based practice • 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

	• 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 the NETP and PDRP programme frameworks • Promotes de-fusing and de-briefing activities within the service and outside the service (as requested), as well as professional/clinical supervision as an important form of professional development • Empowers, motivates, and encourages others to extend their knowledge and skills, supporting each member of the team to reach their full potential, enabling quality care, and promoting retention of a satisfied workforce
Leadership	• Role models positive and professional behaviours in all relationships. • Facilitates and provides leadership in developing the team and individuals within the team. • Promotes team development in a cohesive, positive and professional manner. • Assists the CNM with regular performance appraisal/reviews for nursing team. • Liaises with CNM on quality issues and initiatives. • Assists in the facilitation of orientation/preceptorship for all new team members. • Provides direct feedback and support to team members as appropriate. • Supports and empowers professional team members to assume maximum responsibility for management of patient outcomes. • Facilitates direct communication with clinicians. • Identifies and provides training and ongoing development opportunities for staff in conjunction with the CNM, Nurse Managers, Nursing & Midwifery Workforce Development Team and Director of Nursing. • Is involved with the dissemination of current information and theories necessary for the provision of optimal patient care.
Change Management	• Supports the CNM of the service with all aspects of change management • Manages and promotes change positively to enable successful change processes that are people-centred and result in demonstrable improvements to quality care • Supports the team to transition to new ways of working informed by service need and evidence-based practice • Utilises evidence-based change management principles to lead, guide, and support staff to make key changes required to implement an integrated health service model of care in collaboration with relevant leadership
Own Competence and	• Maintains organisational requirements around mandatory training and other professional development requirements relevant to role

Professional Development	• 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 • Participates in regular clinical/professional supervision to facilitate reflection and growth for self and others • Holds and promotes relevant professional portfolios (i.e. PDRP and Takarangi Cultural Competency)
Honouring Diversity and Challenging Equity	• Role models 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 Health New Zealand, Te Tai o Poutini West Coasts Māori Health Team and others 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
Quality	Every Health New Zealand, Te Tai o Poutini West Coast staff member is responsible for ensuring a quality service is provided. This includes: • 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 Health New Zealand, Te Tai o Poutini West Coasts Quality Team and the Clinical Quality Improvement Team (CQIT) to implement initiatives aimed at improving the patient journey and care standards
Special Projects and Other Duties	• Is a member of groups and/or committees as directed by line manager • Fulfils the role of resource person with regards to particular interest areas, as approved by line manager • Deputises for line manager as required • Receives delegations from line manager as required
Reporting Line, Base, Hours of Work, and Work Resources	• 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 • Notifies line manager of any changes to scope/conditions of practise • Meets monthly with line manager to review progress against key deliverables • Ensures that all monthly reporting is timely and accurate
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. General Practice) • ICU and CCU facilities providers both West Coast and throughout NZ • West Coast Primary Health Organisation (PHO) • Police and emergency services • Older persons Health • Ministry of Health • Universities • Polytechnics • Ministry of Health	• Consumers, family/whānau and carers • All Health New Zealand, Te Tai O Poutini West Coast staff • Central Region leadership (i.e. Director of Nursing, Nurse Directors, Nurse Consultants, Duty Nurse Managers, TrendCare Coordinator, CCDM coordinator) • Director of Nursing • Regional leadership (i.e. Operations Managers, CNMs, ACNMs) • Interprofessional team • CNS/Nurse Consultants • Māori Health Team • Primary Care team • Mental health teams • Workforce Development Team/Education Cluster • People & Capability • Planning & Funding • Quality Team

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 Certificate 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)
- The ability to work with Children.
- Sound knowledge and understanding of the Nursing Council of New Zealand's competencies for Enrolled Nurses and Registered Nurses and associated performance appraisal processes.
- The ability to develop and implement a nursing care delivery system.
- Excellent interpersonal skills including communication, negotiation and conflict resolution across all disciplines and occupational groups.
- The vision and ability to accommodate and lead change.
- A commitment to Health New Zealand, Te Tai o Poutini West Coast's vision and direction.
- Clinically credibility, be respected, and be person-centred
- High standards in terms of personal competence and professional practice
- 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
- Emotional intelligence
- Well-developed interpersonal and interprofessional skills
- An ability to consistently form therapeutic relationships with consumers and their families/whānau
- Demonstrated passion and commitment to professional development of self and others
- The ability to work autonomously, use own initiative and accept responsibility for own actions
- Flexibility, adaptability, and embrace change
- Self-motivation
- Proven ability to work as part of a team and positively contribute to the achievement of shared goals/outcomes
- The ability to work under pressure and prioritise competing demands

Desired:

- Previous experience in a senior nursing position

- Current portfolio as part of the Professional Development and Recognition Programme (PDRP)
- Post graduate qualification
- Has experience in CCU and medical or surgical nursing

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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