

Job Description

Clinical Charge Nurse

Ophthalmology Outpatient Department

Whangarei Hospital

Position Title:	Clinical Charge Nurse
Organisation Unit:	Ophthalmology Outpatient Department - Surgical & Perioperative Services
Location:	Whangarei Hospital, Te Whatu Ora – Health New Zealand Te Tai Tokerau
Responsible to:	Clinical Nurse Manager, Surgical Outpatient Departments, Te Whatu Ora – Health New Zealand Te Tai Tokerau
Primary Functions of the Position:	<p>Context for the role:</p> <p>This position is responsible for the provision of clinical expertise and leadership for an identified team. This role will manage the day-to-day requirements of the service delivery ensuring that delivery contributes to a better patient/tūroro/tangata whai ora experience and health outcomes and is in line with organisational requirements. The Clinical Charge Nurse will ensure communication with the team is in line with the vision and values of Te Whatu Ora – Health New Zealand Te Tai Tokerau.</p> <p>About this role:</p> <p>The primary purpose of this role is to provide leadership, clinical support, expertise and knowledge within the Ophthalmology Outpatient department to ensure quality patient/tūroro/tangata whai ora care.</p>

Values

Te Whatu Ora – Health New Zealand Te Tai Tokerau has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora – Health New Zealand Te Tai Tokerau:

Values	Supporting Statement
Tāngata i te tuatahi People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata. Our people are central to all we do.
Whakaute (tuku mana) Respect	He whakaaro nui ki ētahi atu. We treat others as they would like to be treated.
Manaaki Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui. We nurture those around us, and treat all with dignity and compassion.
Whakawhitiwhiti Kōrero Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te aroha. We communicate openly, safely and with respect to promote clear understanding.
Te Hiranga Excellence	Kia kaha, kia māia, kia manawa nui. Our attitude of excellence inspires confidence and innovation.

Key Responsibilities and Expected Outcomes

Key Responsibility Area	Expected Outcomes
Te Tiriti o Waitangi	Contributes to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Te Whatu Ora – Health New Zealand Te Tai Tokerau management processes and procedures. <ul style="list-style-type: none"> Includes the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes. Ensures that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner. Attends the Te Whatu Ora – Health New Zealand Te Tai Tokerau Te Tiriti o Waitangi Training.

Key Responsibility Area	Expected Outcomes
<p>Professional Responsibilities Includes accountabilities for professional, legal, ethical and culturally safe practice. This includes being able to demonstrate judgement and accountability for own actions and decisions.</p>	<p>Demonstrates clinical and professional Leadership</p> <ul style="list-style-type: none"> • Teaches and coaches in the clinical setting both formally and informally. • Leads and participates in team building • Keeps clinical knowledge current through planned clinical practice opportunities. • Takes advantage of informal teaching and education opportunities to maintain and develop own clinical skills and knowledge. • Identifies improvement opportunities by involving staff and using relevant information. • Maintains current knowledge of relevant issues, trends and practices. • Maintains and/or extends knowledge and skill base required for effective performance. • Participates in own annual performance review with Clinical Nurse Manager/Nurse Unit Manager. • Applies critical reasoning and professional judgement to nursing practice issues/decisions • Acts as a nursing resource and provides expert advice on nursing practice issues/decisions. • Acts as a nursing resource and provides expert advice to nursing staff and other healthcare professionals • Utilises expert knowledge and clinical skills generically across the service and organisation. • Leads professional conduct by role modelling practice in accordance with legal, ethical, culturally safe and professional standards. • Creates an environment that: <ul style="list-style-type: none"> ○ Encourages individual actions and contributions; ○ Values individual effort, innovation and creativity; and ○ Supports staff to report incidents, and to notify and minimise risks. • Enhances the success of the team/area/service and organisation. • Is responsible for the ongoing professional development and performance appraisals of a designated group of staff Registered Nurses and Health Care Assistants to ensure they meet the mandatory competencies required of the Health Practitioners' Competency Assurance act 2003 and the Professional Development Recognition Programme of Te Tai Tokerau. • Engages in educational opportunities/conferences relevant to the Clinical Charge Nurse's role and scope of practice.

Key Responsibility Area	Expected Outcomes
<p>Management of Nursing Care</p> <p>Includes accountability related to the patient/tūroro/tangata whai ora assessment and management of nursing care that is supported by nursing knowledge and evidence-based research.</p>	<p>Patient/tūroro/tangata whai ora Care delivery 24/7 clinical leadership</p> <ul style="list-style-type: none"> • Manages, coordinates and evaluates patient/tūroro/tangata whai ora care to ensure it is timely and appropriate. • Leads the implementation of nursing practice and models of care appropriate to patient/tūroro/tangata whai ora needs. • Provides formal and informal education/clinical teaching to patients/tūroro/tangata whai ora and families. • Acknowledges Rangatiratanga and works in partnership to enable shared decision-making with Māori. • Provides effective and efficient resource management. • Captures and accurately records daily Key Performance Indicators and unit-specific monthly data. • Provides clinical and professional leadership to the multi-disciplinary team, develops services, and monitors standards of care. • Establishing and role modelling standards of practice/protocols/policies and clear expectations of staff. • Provides accurate information on team requirements to enable accurate forecasting of resource/bed requirements. • Ensures unpredictable/emergency situations are managed efficiently and effectively. • Consults with the other service clinical nurse managers and charge nurses to ensure effective patient/tūroro/tangata whai ora and staff management across services. • Co-ordinates the day-to-day activities within the unit, managing workload and taking into account changing priorities in the unit, and patient/tūroro/tangata whai ora load. • Co-ordinates bed management and patient/tūroro/tangata whai ora flow within the ward, liaising with the Duty Nurse Manager/bed manager as necessary. • Ensures that patient/tūroro/tangata whai ora allocation is based on the appropriate skill mix and experience of staff to achieve the best health outcomes. • Supports the development of nursing staff in all areas of nursing assessment, clinical examination and planning, implementing and evaluating care. • Facilitates and participates in critical incident debriefing. • Provides professional and clinical supervision to the team, ensuring that the team have sufficient resources to deliver quality patient/tūroro/tangata whai ora care. • Effectively manages risk during periods of extreme acuity, admission and throughput, management and discharge planning. • Coordinates emergency preparedness and response unit-based contingency plan. <p>Professional development and clinical competency</p> <ul style="list-style-type: none"> • Role models culturally safe nursing and midwifery practice. • Maintains at least expert professional portfolio and Annual Practicing Certificate.

Key Responsibility Area	Expected Outcomes
<p>Interpersonal Relationships Includes accountability for interpersonal and therapeutic communication with patients/tūroro/tangata whai ora and members of the health care team.</p>	<p>People/ team leadership</p> <ul style="list-style-type: none"> • Coordinates the performance development plan, identifying and developing training and education plans for nursing staff and consultation with the Clinical Nurse Educators and other senior nursing staff. • Demonstrates skilled mentoring/coaching and supervision of nursing staff and other health professionals. • Identifies and encourages post-graduate education opportunities for staff where applicable. • Proactively participates in own performance development and review. • Manages team dynamics to ensure a cohesive, strong nursing team within the team. • Disseminates accurate, up-to-date information appropriately and effectively. • Deals with conflict situations, working to achieve win-win situations. • Coordinates day-to-day student activity and tutor liaison within the ward in conjunction with the Nurse Educators. • Supports senior nursing leadership group/team. • Supports and contributes to nursing strategies to facilitate the recruitment, retention and succession planning for nurses. <p>Identifies and manages clinical competency issues in conjunction with the Nurse Manager and Clinical Directors as appropriate.</p> <ul style="list-style-type: none"> • Utilises best practice and adult learning principles to ensure integration and effectiveness of learning in clinical practice. • Provides directive advice and supports staff within the unit advising them of relevant support services available. • Promotes effective teamwork and collaborative relationships within the multi-disciplinary team and across healthcare settings to achieve the best health outcomes.

Key Responsibility Area	Expected Outcomes
<p>Inter-professional Health Care and Quality Improvement</p> <p>Includes accountability for evaluating the effectiveness of care and promotion of a nursing perspective within the health care team.</p>	<p>Quality and Clinical Safety</p> <ul style="list-style-type: none"> • Champions an effective risk management programme within the service in accordance with risk management framework. • Champions an effective continuous quality improvement programme within the service in accordance with the organisation's quality framework. • Participates in and comply with the requirements of the Health and Safety in Employment Act 1992 and associated Te Tai Tokerau policies. • Provides feedback to staff health and safety representatives regarding performance with hazard management. • Manages patient/tūroro/tangata whai ora care processes and identifies opportunities for improvement. • Ensures all staff participate in quality improvement activities and uses appropriate quality tools and techniques. • Assists in resolving customer complaints in a timely and effective manner, in accordance with Te Tai Tokerau Complaints Policy. • Actively promotes retention initiatives in order to reduce turnover. • Creates a work environment which supports staff to report incidents, and to notify and minimise risks. <p>Evidence-based practice</p> <ul style="list-style-type: none"> • Fosters inquiry, critical thinking and research skill acquisition among the nursing workforce to advance nursing practice and patient/tūroro/tangata whai ora care within the team. • Contributes to evidence-based nursing practice across Te Tai Tokerau. • Works to ensure the recommended best practice guidelines/policies are research-based and relevant across the ward, directorate and Te Whatu Ora – Health New Zealand Te Tai Tokerau.
<p>Health and Safety</p>	<ul style="list-style-type: none"> • Ensures compliance with designated responsibilities detailed in Te Whatu Ora – Health New Zealand Te Tai Tokerau Health and Safety Policy and annual objectives. • Promotes an environment of physical, occupational, cultural, ethical and legal safety. • Participates in the organisation's Health and Safety Management training programme. • Observes and promotes safe work practices, rules and instructions relating to work, and be pro-active in hazard management • Willingly co-operates in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> ○ Practising and observing safe work methods; ○ Using equipment safely; ○ Reporting unsafe conditions or equipment; and ○ Reporting and documenting all accidents or incidents.

Key Responsibility Area	Expected Outcomes
Privacy and Confidentiality	<ul style="list-style-type: none"> • Undertakes all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora – Health New Zealand Te Tai Tokerau. • Completes mandatory induction training on privacy responsibilities.
Equity	<ul style="list-style-type: none"> • Commits to helping patients/tūroro/tangata whai ora achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Holds themselves accountable to providing culturally safe practice. • Dismantles policies, procedures and practices that contribute to inequity. • Supports Māori-led responses. • Supports Pacific-led responses.
Whānau-centric	<ul style="list-style-type: none"> • Understands our population, how they view health and how they want us to support them. • Collaborates with our partners to allow us to offer models of care that are whānau-centric, comprehensive and holistic. • Invests in a range of supports that ‘stand beside’ patients/tūroro/tangata whai ora and whānau, and actively supports self-directed care. • Continuously seeks to improve service engagement with whānau. • Champions people and service user experience in the design, delivery and evaluation of services.
Resilient Services	<ul style="list-style-type: none"> • Delivers safe and flexible health care to our population in a pandemic response. • Demonstrates performance improvement and efficiency. • Implements continuous improvement initiatives.
Risk	<ul style="list-style-type: none"> • Makes management and decision-making more effective by ensuring that we appropriately consider uncertainty based on reliable current information when we set goals, objectives and strategies and then continue to manage that uncertainty as we execute against these uncertainties. • Actively leads risk management within own team and participates in the management of risks and their mitigating controls and treatments across the organisation.
Digital Recordkeeping	<ul style="list-style-type: none"> • Improves access to high-quality data and makes this easy to understand. • Uses digital solutions that support paper-lite core clinical information systems and integrated care. • Supports digital tools that foster organisational effectiveness. • Creates accurate and appropriate records to support and evidence business activities and regularly files to ensure that corporate information is secure, unchanged and not removed until its compliant disposal date.

Matters which must be referred to the Reporting Manager

- Identified nursing safety and quality issues
- Non-adherence to identified clinical standards
- Any nursing and or professional issue that may affect the reputation of Te Whatu Ora Te Tai Tokerau

Authorities

Direct reports	To be included in the offer letter
Delegated financial authority	Nil

Functional Relationships

The Clinical Charge Nurse will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> • Clinical Nurse Manager • Nursing and Midwifery Leadership • Clinical Leader(s) & Directors • Nursing colleagues • Other patient/tūroro/tangata whai ora provider wards and services • Members of the health care team • Patients/tūroro/tangata whai ora/families/whānau and caregivers • Te Poutokomanawa • Patient Safety and Quality Improvement Development • Integrated Operation Centre 	<ul style="list-style-type: none"> • Other Te Whatu Ora Districts • Patients/tūroro/tangata whai ora/families/whānau and caregivers • Tertiary education providers • NZ Nursing Council • Professional bodies & associations • Clinical training agencies • Consumer advocates & agencies

About you – to succeed in this role

You will have

Essential	Desirable
<ul style="list-style-type: none"> • A commitment to biculturalism • A commitment to achieving equitable outcomes for Māori • Registration with Nursing Council of New Zealand • A current Annual Practicing Certificate • Postgraduate Certificate/Diploma in speciality nursing practice • Working towards completion of Master's Degree • Minimum of five years' experience post registration in relevant nursing specialty • Expert clinical practice • Sound understanding of professional ethics 	<ul style="list-style-type: none"> • Master's Degree or Post Graduate Diploma • Advance quality of service skills • Ability to critique and use research findings is the basic for practice

You will be able to

Essential	Desirable
<ul style="list-style-type: none"> • Demonstrate an understanding of the articles and principles of Te Tiriti o Waitangi, including how to apply the principles in a meaningful way in your role • Demonstrate alignment with Te Tai Tokerau values • Demonstrated effectiveness in delegation and supervision of nurse • Demonstrated ability to work in the interdisciplinary team • Demonstrated ability to understand and implement contemporary practice • Demonstrated ability to work in a complex clinical environment • Leadership and patient/tūroro/tangata whai ora management skills 	<ul style="list-style-type: none"> • Previous experience in leadership role

Critical Competencies
<p><i>Leadership</i></p> <ul style="list-style-type: none"> • Can develop and communicate a vision for the future, inspiring commitment to the goals of the organisation/team. • Can operationalise the vision and values and help to facilitate change. • Is able to work with others, within and outside of nursing and midwifery, to draw together a range of perspectives. <p><i>People Management</i></p> <ul style="list-style-type: none"> • Leads, communicates expectations and agreed goals, provides ongoing feedback and objectively evaluates performance. • Can recognise and acknowledge the achievements of others. • Can bring people with them even in times of change. <p><i>Teamwork</i></p> <ul style="list-style-type: none"> • Collaborates with other key players and work groups to achieve objectives. • Seeks out opportunities to support others in achieving goals. • Actively contributes to and accepts consensus decisions. • Recognises and respects individual differences. <p><i>Bicultural Approach</i></p> <ul style="list-style-type: none"> • Understands the significance of the Te Tiriti o Waitangi. • Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve opportunities for Māori. <p><i>Patient/Tūroro/Tangata Whai Ora People Focussed</i></p> <ul style="list-style-type: none"> • Takes action to fully comprehend the needs of patient/tūroro/tangata whai ora populations. • Actively promotes such needs and priorities.

Communication/Interpersonal Skills

- Expresses information effectively, both orally and in writing, adjusts language and style to the recipients and considers their frame of reference.
- Actively listens, drawing out information and checking understanding.
- Empathises with others and considers their needs and feelings.
- Creates opportunities to network internally and externally.

Self-Management

- Sets high personal standards and strives to achieve stretching goals.
- Displays drive and energy and persists in overcoming obstacles.
- Is proactive and displays initiative.
- Is resilient to change.
- Understands personal limitations.
- Can work to deadlines to achieve outcomes.

Innovation

- Actively questions old ways of doing things thinks outside the square and develops creative and effective solutions to improve outcomes.
- Applies skilled analysis and sound reasoning in problem-solving/decision-making.

Flexibility

- Can adapt and work effectively within a variety of situations, and with various individuals or groups.

Planning an Monitoring

- Uses action plans to accomplish goals, establishes timeframes and can realistically allocate resources.
- Identifies and removes barriers.
- Can monitor progress and address problems to achieve outcomes

Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by:

Signature:

Date:

Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title

Signature of employee:

Date: