

Job Description

Duty Nurse Manager

Whangārei Hospital

Position Title:	Duty Nurse Manager
Organisation Unit:	Integrated Operations Centre
Location:	Whangārei Hospital, Te Whatu Ora Te Tai Tokerau
Responsible to:	Integrated Operations Centre Manager, Te Whatu Ora Te Tai Tokerau
Primary Functions of the Position:	<p>The Duty Nurse Manager role has nursing professional, clinical leadership and operational management accountability in collaboration with multidisciplinary teams for inpatient hospital safety. Daily operational management includes a clinical safety overview of inpatient areas, capacity planning, seasonal variation response, variance response management and acute patient flow.</p> <p>About this role:</p> <ul style="list-style-type: none"> ▪ Clinical and nursing leadership and management to facilitate the effective day-to-day safe hospital operation of services and contributes to the delivery of directorate objectives and nursing strategy ▪ Clinical leadership to support nursing standards and practice to enable the best possible outcomes for patients and service users ▪ Supporting nursing staffing based on acuity and resource decisions

Values

Health New Zealand – Te Whatu Ora 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 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 We communicate openly, safely and with respect to promote clear understanding and aroha
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	<ul style="list-style-type: none"> Contribute 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 organisation management processes and procedures. Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes. Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner. Attend the organisational Te Tiriti o Waitangi Training.

Key Responsibility Area	Expected Outcomes
Nursing and Clinical Leadership	<ul style="list-style-type: none"> • Accountable for optimal nursing care delivery, safe environments and cost effective nursing staff decisions afterhours. • Acts as a resource for clinical and professional advice utilising a wide range of advanced clinical knowledge and skills. • Supports staff with clinical reasoning and professional judgement in nursing practice. • Utilises procedures, guidelines and policies to maintain patient safety. • Identifies clinical risk, takes appropriate action to mitigate and escalates to appropriate lead. • Seeks to ensure successful teamwork and collaborates with key stakeholders and the multidisciplinary team to optimise outcomes for patients. • Assists staff to resolve ethical and professional issues. • Communicates clinical standards and behavioural expectations. • Proactively takes opportunities for staff development and the teaching, coaching and mentoring of staff.
Management of the day to day operational requirements across inpatient services	<ul style="list-style-type: none"> • An overview of all District hospitals is integrated and considered in all decision making. • Participates in afterhours briefings with accurate and up to date hospital information. • Monitors patient flow and bed allocation, and works with staff performing patient flow functions to support clinical prioritisation within agreed processes and protocols. • Monitors patient occupancy levels, resourcing and safe staffing, identifying potential risks, mitigates and escalates appropriately. • Implements outside of normal business hours, escalation procedures in situations where demand is projected to, or does exceed capacity to safely and appropriately provide services. • Code response and attendance at clinical emergencies to assist frontline management of area and to support nursing staff to maintain area functionality. • Participates in afterhours briefings with accurate and up to date hospital information. • Coordinates management of the deceased patient. • Provides a shift report that includes shift activities and issues, and ensures all data collection and reporting requirements are met. • Escalates appropriately using approved processes to General Manager on call. • Communicates effectively with all external persons and agencies, and in accordance with Te Whatu Ora policy and protocols, and legislative requirements. • Seeks the advice of the on-call General Manager for complex and or unfamiliar situations, and where there may be significant public interest or risk. • Takes action to ensure that potential complaints and consumer concerns are resolved or their impact minimised. Supports and assists staff to meet patient and family needs, and or communicates directly with concerned persons.

Key Responsibility Area	Expected Outcomes
Resource management	<ul style="list-style-type: none"> • Works collaboratively with all inpatient areas to ensure decisions meet the needs of staff and patients while maintaining a safe clinical environment. • Reassigns staff efficiently and cost effectively for the delivery of safe clinical care, utilising agreed tools and processes. • Coordinates afterhours RMO sick call cover. • Authorises afterhours external transport and accommodation payments in line with organisational policy. • Decision-making supports the delivery of quality care within budgeted cost structures. • Follows agreed processes for overtime provision. • Works effectively with designated senior staff to coordinate staff allocation and availability after-hours. • Coordinate the duty house officer workloads by assessing and triaging tasks from nursing staff. • Seeks advice and support from an on-call Pharmacist as needed.
Professional development	<ul style="list-style-type: none"> • Maintains own clinical expertise to optimise support to clinical teams/staff. • In agreement with manager, establishes annual goals, objectives, performance targets and strategies that ensure key responsibilities are able to be met. • Reflects upon own practice, and is responsive to feedback. • Achieves and maintains the management knowledge and leadership skills necessary to meet the requirements of the position. • Complies with and utilises procedures, guidelines and policies. • Actively participates in team development and forums. • Achieves and maintains a senior nurse Professional Development and Recognition Programme portfolio. • Attends educational opportunities/conferences/forums relevant to the role and the registered nurse scope of practice. • Maintains understanding of the goals and objectives of the various services, and actively supports their achievement. • Actively participates in Te Whatu Ora's senior nursing and wider professional activities, including practice development and on-going learning.
Quality	<ul style="list-style-type: none"> • Identifies risks and system problems, and opportunities for service improvement. Informs appropriate staff of the issue or opportunity. • Ensures that clinical care delivery is patient/ family/whanau centred and meets the highest standards. • Identifies and communicates clinical competency issues to appropriate line manager. • Contribution to serious and sentinel event reviews.

Key Responsibility Area	Expected Outcomes
Health and Safety	<ul style="list-style-type: none"> • Ensures compliance with designated responsibilities detailed in 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 and incidents
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 Health New Zealand – The Whatu Ora 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.

Key Responsibility Area	Expected Outcomes
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-light 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.

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.

Functional Relationships

The Duty Nurse Manager will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> Clinical and support staff Clinical Nurse Managers (and Associate Clinical Nurse Managers, ward coordinators) Nurse Unit Managers (or Service Managers if applicable) Patient Flow Facilitators Chief Nurse Nurse Director for Acute Care Professional Nursing Advisors Clinicians/Medical Staff Medical Staff Coordinator Regional Hospitals General Managers & Executive Team All Te Whatu Ora staff and departments 	<ul style="list-style-type: none"> Patients, family and whānau Visitors, general public, media (as appropriate) and other enquirers Primary care providers Community service providers and organisations Emergency services Other Te Whatu Ora's Integrated Operation Centre services All other external persons and agencies as required

Person Specification

Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> Registered Nurse with Nursing Council of New Zealand Current practising certificate Post-graduate certificate in Nursing or health qualification with a commitment to completing post-graduate diploma Current Professional Development and Recognition Programme portfolio at minimum proficient level or international equivalent 	<ul style="list-style-type: none"> Masters qualification CORE level 6 qualification CIMS level 4 qualification Training in Crisis Intervention, De-escalation or similar ALERT course

Experience

Essential	Desirable
<ul style="list-style-type: none"> Minimum of 5 years' experience as a Registered Nurse Proven leadership abilities Evidence of ongoing learning Experience in senior professional leadership role/s Computer literacy 	<ul style="list-style-type: none"> Operational experience Management training Previous Designated Senior Nurse experience Clinical experience in other specialities provided within the hospital Understanding and application of Trendcare and CCDM

Awareness and Understanding of Te Tiriti

Essential	Desirable
<ul style="list-style-type: none"> Te Tiriti o Waitangi and its application to the health setting Privacy Act (2020) and Health Information Privacy Code (2020) Health and Safety at Work Act 2015 Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996) HPCA Act 2003 Nursing Council of New Zealand competencies & standards 	<ul style="list-style-type: none"> Understanding of the New Zealand Council of Healthcare Standards

Skills & Personal Attributes

Skills & Personal Attributes

Interpersonal Skills

- Skilled in interpersonal relationships, and in maintaining supportive working relationships
- Has the ability to work independently as well as the ability to be an excellent team player
- Has a positive manner and treats people with tact, respect and diplomacy

Communication Skills

- Communicates effectively, listening to and encouraging the viewpoints of others
- Actively shares knowledge, information and experience with others
- Has sound conflict resolution skills
- Has the ability to communicate with all levels of staff and to develop relevant networks

Fit with Te Whatu Ora – Health NZ Values

- Demonstrates honesty, integrity and respect for all patients, carers and staff.
- Respects the rights of individuals and maintains patient privacy and confidentiality.
- Role models high professional standards at all times
- Has a strong patient/client focus

Excellence Focus

- Has a flexible approach to work showing an ability to adapt to new challenges
- Has self-insight and the ability to reflect on practice
- Sets high personal standards and strives to achieve goals

Problem-Solving / Decision Making

- Demonstrates a creative approach to problem solving that is solution focused
- Applies objective and fair reasoning in problem solving and decision making
- Considers the wider implications of actions and decisions
- Is confident and competent in decision making

Leadership

- Has a strong commitment to patient safety, quality improvement and ensuring an excellent standard of care delivery
- Demonstrates cultural competency and understands its application to nursing practice
- Is skilled at mentorship, coaching and appropriate delegation
- Demonstrates an ability to lead and facilitate change
- Is a professional leader and role model with the ability to inspire, motivate and develop others
- Is committed to the development of the nursing / midwifery profession
- Has a participative and collaborative leadership style

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: _____