

Position Description

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| Position | Associate Clinical Nurse Manager (ACNM) |
| Team / Service | Paediatric Outpatient/Paediatric Ambulatory Service |
| Group | Women's and Children's Health Service |
| District | Capital, Coast & Hutt Valley |
| Responsible to | Clinical Nurse Manager |
| Children's Act 2014 | This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years |
| Location | This position is expected to work from the Hutt Hospital Campus |

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

Mahi Pai ‘Can do’: Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Capital and Coast

Vision

Keeping our community healthy and well

Mission

Together, Improve the Health and Independence of the People of the District

Value

Manaakitanga – Respect, caring, kindness
 Kotahitanga – Connection, unity, equity
 Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Team Perspective

Hutt Paediatric Outpatient provides service to paediatric children in the Hutt region. They see about 4,000 patients each year. Monday to Friday paediatricians run Outpatient clinics. The team in Paediatric outpatient and Paediatric Ambulatory service consists of Paediatricians, Associate Clinical Manager, Paediatric Ambulatory (community nurses), Clinic Nurse and clerical staff. There are also other clinics.

In house clinics are:

- Diabetes, renal, general medical and gate way

Outreach clinics are:

- Metabolic, genetics, gastroenterology, respiratory and incontinence.

Paediatric Ambulatory (paediatric community nurses) team consists of nursing team. They provide care to children with long term and high needs as well as follow up for children with surgical and orthopaedic conditions. Referral to Paediatric Ambulatory team comes from Paediatricians, Children's Ward, other hospitals e.g. Star Ship, Wellington Hospital, other health professionals parent self-referral. Paediatric community nurses also run eczema clinic and continence clinic. Close liaison with internal and external agencies is an integral part of this service.

Purpose of the role

Associate Clinical Nurse Manager (ACNM) Children's Ward

The Associate Clinical Nurse Manager is a supportive role to the Clinical Nurse Manager, Children's Health Service with responsibility for the day-to-day clinical coordination of the team to ensure the provision of high quality health care for the patients in Paediatric Outpatient and Paediatric Ambulatory Service. This position enables an effective practice environment through providing clinical and professional nursing leadership, coaching and monitoring standards of practice. The role requires the use of expert knowledge and skill in the management of patients providing direct patient care as required. The ACNM also has ongoing delegated responsibility for aspects of the CNM role as well as liaison role with the wider multidisciplinary team.

Key Accountabilities

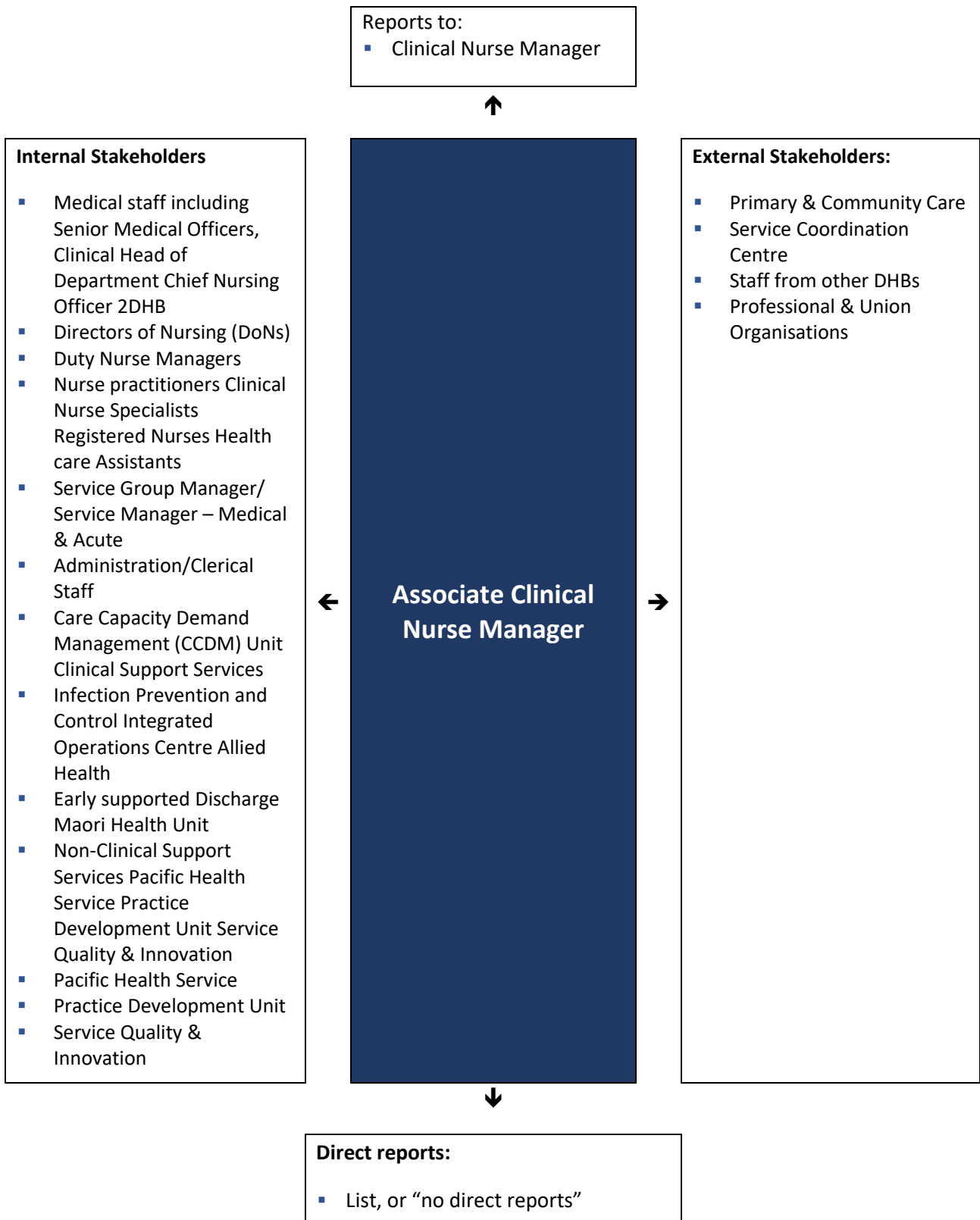
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

| Key accountabilities | Deliverables / Outcomes |
|---|--|
| 1. General Accountabilites | <ul style="list-style-type: none"> ▪ Ensure that your health and safety practice meets the requirements of health and safety at work legislation, applies the districts policies and processes and contributes to a culture of safe practice ▪ Maintain a strict sense of professional ethics, confidentiality and privacy and abide by the Districts Code of Conduct ▪ Respond to the changing needs of the District, performing other tasks as required ▪ Champion equity and diversity in the workplace including the Treaty of Waitangi |
| 2. Provides professional nursing leadership | <ul style="list-style-type: none"> ▪ Visible and accessible to all members of the team ▪ Articulates a patient and/or nursing perspective in nursing/business planning at a unit level ▪ Incorporates an awareness of broader health policies on provision of care within the service and/or District ▪ Supports the implementation of the service goals and business plan in conjunction with the CNM ▪ Sets expected standard of care by modelling expert clinical skills and professional nursing practice ▪ Acts as a conduit for sharing information on unit/service and District activities ▪ Readily shares knowledge and skills through coaching and supervisions of staff ▪ Identifies and utilises staff strengths valuing their unique contributions ▪ Maintains a positive image of the service with existing and potential users of the service ▪ Contributes to shared governance of nursing through engagement in relevant committees, working parties and/or similar ▪ Accepts delegated responsibility for day-to-day clinical management of the unit ▪ Undertakes special clinical projects as negotiated with the CNM |
| 3.Ensures effective and efficient patient care delivery | <ul style="list-style-type: none"> ▪ Coordinates the team on a shift-to-shift basis to effectively manage beds, patient flow and provision of care. ▪ In collaboration with MDT, responds to and prioritises patients with complex needs. ▪ Articulates and supports implementation of the model of care. ▪ Promotes expected standards of practice. ▪ Monitors and addresses deviations from expected standard of care. ▪ Allocates staff according to professional/ competency requirements and ensures direction and delegation activities provide safe care. ▪ Supports nurses to use independent judgement and apply ethical principles to resolve patient care issues. ▪ Coordinates effective patient admission, care planning and discharge. |

| Key accountabilities | Deliverables / Outcomes |
|--|--|
| | <ul style="list-style-type: none"> ▪ Works in partnership with cultural advisors to provide appropriate services as determined by patients ▪ Uses initiative and clinical judgment in the application of department policies, procedures, clinical guidelines and standing orders. ▪ Contributes to development and/or review of clinical guidelines policy, procedures and standing orders. ▪ Activates and implements Standard Operating Procedures when required. ▪ Provides direct patient care as required. |
| 4. Effectively manages staff, systems and resources | <p>Staff Management</p> <ul style="list-style-type: none"> ▪ Participates in the orientation of staff and students new to service, in collaboration with the NE. ▪ Works in conjunction with the CNM and NE to facilitate nurses' professional development, in line with PDRP requirements and the Workforce Development Plan. ▪ Provides staff with timely, accurate and constructive feedback on performance. ▪ Participates in appraisal of staff in collaboration with CNM. ▪ Raises concerns about conduct/competence issues with CNM in timely manner. ▪ Issues, conflict and tensions are addressed promptly and proactively. <p>Systems & Resources</p> <ul style="list-style-type: none"> ▪ Actively participates in recruitment process. ▪ Works with CNM to establish/maintain a system for determining skill mix. ▪ Works with CNM to ensure rosters are prepared and managed within the budget and in reference to acuity, skill mix, scope of practice and Safe Staffing guidelines. ▪ Ensures TrendCare and WebPas is up to date and accurate ▪ Utilises TrendCare data to guide decision making in regards to staff allocation and safe patient care ▪ Reports sick leave and requests cover on a shift-by-shift basis to meet patient care needs. ▪ Provides timely information in relation to staffing, resource management, and equipment and patient concerns to the CNM. ▪ Contributes to identifying equipment for purchase under Capital Expenditure. |
| 5. Enhances interprofessional healthcare and provision of quality services | <ul style="list-style-type: none"> ▪ Establishes and maintains effective working relationships with colleagues and a range of internal and external networks. ▪ Leads and motivates staff to ensure cohesive team function. ▪ Collaborates with the patient and other health team members to develop and implement plan of care. |

| Key accountabilities | Deliverables / Outcomes |
|---|---|
| | <ul style="list-style-type: none"> ▪ Maintains and documents information necessary for continuity of patient care and recovery. ▪ Makes appropriate formal referrals to other health care team members / health sectors for patients when required. ▪ Supports nurses' participation in interprofessional activities, including rounds, case reviews and promoting patient perspective. ▪ Supports attainment of Accreditation/Certification standards for the unit. ▪ Identifies and undertakes quality improvement initiatives using data-driven decision-making and effective change management processes. ▪ Promotes and undertakes clinical audit against best practice guidelines, with a particular focus on nurse sensitive indicators. ▪ Participates in the review and management of events/complaints, minimising risk and uses findings to improve practice. ▪ With CNM proactively recognises potential for sources of events/complaints and intervenes to prevent/minimise these. |
| 6. Advances nursing practice through research & scholarship | <ul style="list-style-type: none"> ▪ Practices within RN scope of practice. ▪ Maintains required clinical competencies and technical expertise. ▪ Demonstrates personal commitment to HVDHB Professional Development and Recognition Programme. ▪ Researches and uses evidence based practice to maintain currency and inform practice. ▪ Proactively identifies own professional development needs and negotiates appropriate resources. ▪ Identifies researchable practice issues and engages support in undertaking research, audit and/or internal validation studies. ▪ Promotes the service from a nursing perspective through presentation and /or publication. ▪ Participates in and/or leads local/national professional nursing or specialty groups. ▪ Uses professional organisation/speciality group membership to benefit the practice environment and/or nursing services. |

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

| Competency | Behaviours |
|-------------------------------|---|
| Process Management | <ul style="list-style-type: none"> ▪ Good at figuring out the processes necessary to get things done ▪ Knows how to organize people and activities ▪ Understands how to separate and combine tasks into efficient work flow ▪ Knows what to measure and how to measure it ▪ Can simplify complex processes ▪ Gets more out of fewer resources |
| Directing Others | <ul style="list-style-type: none"> ▪ Is good at establishing clear directions ▪ Sets stretching objectives ▪ Distributes the workload appropriately ▪ Lays out work in a well-planned and organized manner ▪ Maintains two-way dialogue with others on work and results ▪ Brings out the best in people ▪ Is a clear communicator |
| Ethics and Values | <ul style="list-style-type: none"> ▪ Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times ▪ Acts in line with those values ▪ Rewards the right values and disapproves of others ▪ Practices what he/she preaches |
| Customer Focus | <ul style="list-style-type: none"> ▪ Is dedicated to meeting the expectations and requirements of internal and external customers ▪ Gets first-hand customer information and uses it for improvements in services ▪ Acts with customers in mind ▪ Establishes and maintains effective relationships with customers and gains their trust and respect |
| Drive for Results | <ul style="list-style-type: none"> ▪ Can be counted on to exceed goals successfully ▪ Is constantly and consistently one of the top performers ▪ Very bottom-line oriented ▪ Steadfastly pushes self and others for results |
| Strategic Agility | <ul style="list-style-type: none"> ▪ Sees ahead clearly ▪ Can anticipate future consequences and trends accurately ▪ Has broad knowledge and perspective ▪ Is future oriented, can think strategically and develop plans |
| Integrity and Trust | <ul style="list-style-type: none"> ▪ Is widely trusted ▪ Is seen as a direct, truthful individual ▪ Keeps confidences ▪ Admits mistakes ▪ Does not misrepresent him/herself for personal gain |
| Dealing with Ambiguity | <ul style="list-style-type: none"> ▪ Can effectively cope with change ▪ Is adaptable and flexible ▪ Can decide and act without having the total picture |

| Competency | Behaviours |
|------------------------------|--|
| | <ul style="list-style-type: none"> Can comfortably manage risk and uncertainty |
| Motivating others | <ul style="list-style-type: none"> Creates a climate in which people want to do their best Can motivate direct reports and team members Can effectively delegate tasks Invites input from each person and shares ownership and visibility Makes each individual feel his/her work is important Is someone people like working for and with |
| Innovation Management | <ul style="list-style-type: none"> Is good at bringing the creative ideas of others to fruition Has good judgement about which creative ideas and suggestions will work Can facilitate effective brainstorming Can project how potential ideas may play out in practice |
| Interpersonal Savvy | <ul style="list-style-type: none"> Relates well to all kinds of people Builds appropriate rapport Builds constructive and effective relationships Uses diplomacy and tact Can diffuse high-tension situations comfortably |
| Decision Quality | <ul style="list-style-type: none"> Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time Sought out by others for advice and solutions |

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Comprehensive knowledge of the NZ health system, the hospital environment, systems and processes
- Knowledge in the trends and emerging issues for the nursing profession
- At least 3 – 4 years' experience as an Registered Nurse
- Recent experience in leading quality improvement initiatives

B. Essential Professional Qualifications / Accreditations / Registrations:

- Registration with Nursing Council of New Zealand (NCNZ)
- A current Annual Practicing Certificate (APC) and scope appropriate to place of work
- Relevant Post Graduate qualification

C. Someone well-suited to the role will place a high value on the following:

- High quality care for the patient/client/whanau
- Ensuring that they follow through on their work
- Advocating for professional and organisational initiatives
- Clinical coordination
- Supporting the 'team' to achieve

Ma tini, ma mano, ka rapa te whai
By joining together we will succeed