

## Position Description

<b>Position</b>	Duty Nurse Manager
<b>Team / Service</b>	Integrated Operations Centre
<b>Directorate</b>	Hospital Flow
<b>District</b>	Capital, Coast & Hutt Valley District
<b>Responsible to</b>	IOC Nurse Manager
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work from the Hutt Valley site. From time to time as part of Variance Response you may be required to work in other areas.

## Health New Zealand | 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.

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

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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.

## **Te Mauri o Rongo**

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Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

### **Wairuatanga**

Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

### **Rangatiratanga**

As organisations we support our people to lead. We know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

### **Whanaungatanga**

We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. “Whiria te tangāta” – we will weave our people together.

### **Te Korowai Āhuru**

A cloak which seeks to provide safety and comfort to the workforce.

## **District Responsibility**

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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 Health New Zealand policy.

Health New Zealand | 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.

## Group Perspective

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The Hospital Operations Group is one of six within Capital, Coast and Hutt Valley district's provider services. Services and specialties within the group range from primary to tertiary level with service provision for the district, the central Region and wider Regions. The group operates from three sites across the district including Wellington Regional, Hutt and Kenepuru hospitals.

The key areas of focus for the Hospital Operations Group are:

- To ensure effective patient flow across all sites and regionally
- To provide timely diagnostics and accurate reporting across all Radiology Services
- To maintain a responsive Emergency Department Service which strives to meet clinical demands in a timely manner and in accordance with national KPIs.
- To deliver high quality Intensive Care Services to the local district and the region
- To lead the management of emergency responses at a local level.
- To strengthen a quality and patient safety culture through an effective clinical governance model
- To maintain effective administrative support to all clinical areas
- To develop new models of care to manage hospital demand and flow supporting best use of Inpatient bed resources and to ensure the safe management of people with complex healthcare needs
- To lead expanded collaboration with Hutt Valley and Wairarapa to establish wider regional clinical services.

## Team/Service perspective

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The Integrated Operations Centre (IOC) provides a comprehensive clinical and operational service 24/7, ensuring patient safety, optimising resource allocation, and supporting effective hospital management. The IOC incorporates a range of critical services, including Transit Nursing, Allocation and Casual Nursing, the Transit Hub, Variance Response Nursing, the Duty Nurse Manager (DNM) team, and the National Travel Assistance service.

During regular working hours, the IOC collaborates with hospital Directorates to achieve their targets and operational plans. Outside of these hours, the IOC assumes delegated authority, maintaining the safe and effective functioning of the hospital at all times. This seamless integration of services ensures continuous support and coordination, aligning with the hospital's commitment to high-quality patient care and operational efficiency.

## Purpose of the role

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The Duty Nurse Manager's (DNM) position is responsible for the after-hours operational management of the hospital services, including crisis and facility management. The role has delegated authority for the effective management of resources for the Hutt Valley site. The DNM will do this through managing resources and leading the people, systems and processes that facilitate clinically safe, efficient and effective service delivery across the Hutt Valley site.

The position coordinates hospital operations for each shift, ensuring optimal patient flow and safe staffing levels while adhering to standard operating procedures. This role oversees and redeploys staff using real-time data from Care Capacity Demand Management (CCDM) and the Variance Response Programme,

adjusting resources proactively to meet patient care needs efficiently. The DNM maintains effective communication with regional hospitals and agencies to support seamless patient transfers and coordination of care.

The DNM will respond to the District's changing needs, performing other tasks as required. The DNM is expected to contribute to implementing District initiatives and nursing goals and values, while promoting Health New Zealand | Te Whatu Ora Capital, Coast and Hutt Valley as a centre of excellence for nursing practice.

## Key Accountabilities

The following accountabilities are in addition to Te Kaunihera Tapuhi o Aotearoa | Nursing Council of New Zealand (NCNZ) competencies for registered nurses (RN). Competence is the combination of skills, knowledge, attitudes, values and abilities that underpin effective performance as a designated senior nurse. The DNM is expected to be Senior on the Professional Development and Recognition Programme (PDRP).

In this Position Description the terms person or patient are used to refer to those who use health services, who in different settings may be referred to as tangata whaiora, health consumer or client.

Key accountabilities	Deliverables / Outcomes
<b>1. General Accountabilities</b>	<ul style="list-style-type: none"><li>▪ Maintains a strict sense of professional ethics, confidentiality and privacy and abide by the District Code of Conduct</li><li>▪ Assists the Hutt Valley site to lead a culture of safe practice and applies District policies and processes</li><li>▪ Provides leadership and role models application of Te Tiriti o Waitangi principles</li><li>▪ Champions equity and diversity in the workplace</li><li>▪ Contributes to improving inequities by working with colleagues to operationalise Te Whatu Ora's commitment to meet the Pae Ora (Healthy Futures) Act 2022 obligations as Te Tiriti o Waitangi partners</li><li>▪ Contributes to the achievement of service and District KPIs and goals</li></ul>
<b>2. Leadership</b>	<ul style="list-style-type: none"><li>▪ Articulates a strong nursing vision and provides leadership to achieve strategic goals and objectives</li><li>▪ After hours delegation to manage systems, processes, and resources that enable staff to meet the needs of the patient/whānau</li><li>▪ Role models and promotes high standards of practice</li><li>▪ Is visible and accessible to all members of the team</li><li>▪ Supports and contributes to service and District forums and disseminates information to staff</li><li>▪ Readily shares knowledge and skills, provides guidance and coaching to develop staff and promotes workforce development</li><li>▪ Supports the team dynamics to ensure a cohesive, strong nursing team within the broader interdisciplinary team</li><li>▪ Manages conflict situations, working to a constructive resolution</li><li>▪ Represents service in a positive and professional manner to staff, patients and whanau</li><li>▪ Maintains a positive image of the service to staff, patients and whānau</li><li>▪ Contributes to strategic links and partnerships within the District to ensure that services are well integrated</li><li>▪ Actively participates in service meetings and contributes to District planning, strategic direction and objectives</li><li>▪ Advocates for adequate fiscal and human resources to enable a safe practice environment</li><li>▪ Ensures documentation meets District, legal, contractual and professional requirements</li><li>▪ Works in partnership with cultural advisors to provide appropriate services as determined by the service users</li><li>▪ Ensures direction and delegation activities result in safe care delivery</li></ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>▪ Promotes a practice environment where nurses can exercise independent judgement and apply ethical principles to resolve patient care issues</li> <li>▪ Liaises with key stakeholders for effective capacity management and patient flow as required</li> </ul>
<b>3. Financial Resource Management</b>	<ul style="list-style-type: none"> <li>▪ Aware of financial obligations</li> <li>▪ Plans to minimise waste and support sustainability</li> <li>▪ Identifies and facilitates repair of equipment/ facility related repair that needs maintenance or replacement after- hours</li> <li>▪ Supports the nursing teams to ensure accurate and timely data is available for annual FTE Calculation as per Care Capacity Demand Management (CCDM) Programme requirements.</li> </ul>
<b>4. Quality and Risk</b>	<ul style="list-style-type: none"> <li>▪ Identified risks are monitored, reported, and escalated as appropriate with risk mitigations implemented</li> <li>▪ Participates in the review of complaints, reportable events and serious adverse events as required</li> <li>▪ Champions innovation and evidence based practice within the workplace</li> <li>▪ Is involved in ensuring audit requirements are met and that results from internal audit are reviewed and necessary improvements made in consultation with the NM</li> <li>▪ Supports NM to ensure compliance with certification, accreditation and verification requirements as applicable and contributes to corrective action requests</li> <li>▪ Arranges support and debrief following events that have, or have the potential, to impact on staff</li> <li>▪ Proactively engages with change initiatives</li> </ul>
<b>5. Workforce</b>	<ul style="list-style-type: none"> <li>▪ Supports and implements the Care Capacity Demand Management (CCDM) programme for the Hutt Valley site</li> <li>▪ Sets the standard for accurate completion and monitoring of Trend Care data entry</li> <li>▪ Ensures nursing roster meets NZNO Collective Agreement standards</li> <li>▪ Utilises available tools such as Capacity at a Glance (CaaG) screens, Visual Indicator Scores (VIS) to ensure the right staff are allocated in the right place at the right time to ensure safe patient care</li> </ul>
<b>6. Patient care delivery</b>	<ul style="list-style-type: none"> <li>▪ Manages staff allocation for each shift and plans ahead to coordinate the Hutt Valley site, ensuring effective patient flow and care delivery</li> <li>▪ Activates and implements Standard Operating Procedures when required.</li> <li>▪ Role models and promotes high standards of practice</li> <li>▪ Works in partnership with cultural advisors to provide culturally safe care</li> <li>▪ Provides direct patient care as required</li> </ul>
<b>7. Professional Development</b>	<ul style="list-style-type: none"> <li>▪ Proactive in identifying own professional development needs and negotiating appropriate resources including post graduate courses</li> <li>▪ Maintains current senior PDRP</li> <li>▪ Participates in local/national professional nursing or specialty groups</li> <li>▪ Uses professional nursing/specialty organisation membership to benefit the practice environment/ nursing service</li> </ul>

Key accountabilities	Deliverables / Outcomes
8. <b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>▪ Ensures all Health &amp; Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature</li> <li>▪ Actively supports and ensures compliance with Health &amp; Safety policy and procedures; ensuring staff also support and comply</li> <li>▪ Maintains a proactive culture of Health &amp; Safety supported by systems</li> <li>▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities</li> </ul>

## 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
<b>Equity</b>	<ul style="list-style-type: none"> <li>▪ Commits to helping all of our people to achieve equitable health outcomes</li> <li>▪ Demonstrates critical consciousness and on-going self-reflection in terms of the impact of their own culture on interactions and service delivery</li> <li>▪ Supports the dismantling of policies, procedures and practices that cause inequity</li> <li>▪ Supports Māori-led responses</li> <li>▪ Supports Pacific-led responses</li> <li>▪ Supports Disability-focused responses</li> </ul>
<b>Commitment to Kawa Whakaruruhau</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates understanding and application of the principles of Te Tiriti O Waitangi to nursing practice</li> <li>▪ Works towards achieving equitable health outcomes for Māori</li> <li>▪ Supports Māori oversight and ownership of decision making processes necessary to achieve Māori health equity</li> <li>▪ Support the expression of hauora Māori models of care and mātauranga Māori</li> </ul>
<b>Managing vision and purpose</b>	<ul style="list-style-type: none"> <li>▪ Communicates a compelling and inspired vision and sense of core purpose</li> <li>▪ Talks beyond today</li> <li>▪ Talks about possibilities</li> <li>▪ Is optimistic</li> <li>▪ Makes the vision sharable by everyone</li> <li>▪ Can inspire and motivate entire units or organisations</li> </ul>
<b>Motivating others</b>	<ul style="list-style-type: none"> <li>▪ Creates a climate in which people thrive</li> <li>▪ Motivates and brings out the best of different and diverse team members</li> <li>▪ Empowers others decision-making and development</li> <li>▪ Invites and values input from the team</li> </ul>
<b>Building effective teams</b>	<ul style="list-style-type: none"> <li>▪ Communicates and collaborates effectively with different members of the team</li> <li>▪ Blends people into teams when needed</li> <li>▪ Creates strong morale and spirit in their team;</li> <li>▪ Shares wins and successes</li> <li>▪ Fosters open dialogue</li> <li>▪ Empowers staff to take responsibility for their work</li> <li>▪ Defines success in terms of the whole team</li> <li>▪ Creates a feeling of belonging in the team</li> </ul>
<b>Delegation</b>	<ul style="list-style-type: none"> <li>▪ Delegates tasks and decisions appropriately</li> <li>▪ Communicates effectively to ensure delegated work is understood and progress is reported back</li> <li>▪ Empowers staff take accountability and ownership of their work</li> </ul>

## **Experience and Capability**

### **A. Knowledge, Skills & Experience:**

- Understands the significance and obligations of Te Tiriti o Waitangi and supports leadership of these within the service
- Comprehensive knowledge and understanding of NZ Health System including equity issues, professional leadership and emerging issues for the nursing profession
- Proven Leadership and management capability
- Minimum 4 years nursing experience
- Experience in leading quality improvement and change initiatives
- Experience in developing, implementing and monitoring policies, audits, protocols and guidelines
- Proficiency in computer skills
- Has a strong understanding of MECA rostering rules and safe staffing principles

### **B. Essential Professional Qualifications / Accreditations / Registrations:**

- Registered Nurse with current APC and scope appropriate to place of work
- Postgraduate Diploma, expected to work towards Master's Degree
- Attainment and maintenance of senior PDRP

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

- Commitment to Te Tiriti o Waitangi
- Living the Te Whatu Ora values
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Commitment to ongoing learning and development
- Practice informed by research evidence
- Innovation and critical thinking
- Commitment to sustainable practice

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