

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Associate Clinical Nurse Manager (ACNM)		
Reports to	Clinical Nurse Manager		
Location	Capital, Coast & Hutt Valley		
Department	Community Health Service		
Direct Reports	0	Total FTE	1.0
Budget Size	Opex	0	Capex
Delegated Authority	HR	Nil	Finance
Date	June 2026		
Salary band (indicative)*	HNZ NZNO Collective Agreement/ PSA Collective Agreement Grade 2 Step 1-3		

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.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

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 will 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.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the Associate Charge Nurse Manager/Associate Clinical Nurse Manager's (ACNM) is to:

Assist with the effective management of the Community Health Service (CHS). The ACNM will do this by working with the Clinical Nurse Manager (CNM) to assist with managing and leading the people, systems, processes and resources that facilitate clinically safe, efficient and effective service delivery across CHS.

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 is required. The ACNM also has ongoing delegated responsibility for aspects of the CNM role and is responsible for day to day operational decision-making and line management activities for District Nurses, Administrative staff & Health Care Assistants.

The Community Health Service is committed to the provision of excellent and appropriate care within a multidisciplinary team. The service will support openness, honesty, communication and the dynamic professional development of all team members.

The position focuses on the delivery of the DOM101 & DOM107 Service specifications. Expected management of this service is described in the Guidelines to the management of referrals to the Community Nursing Service Specialist Nursing and Primary Palliative care. Guideline to the Management of Referrals to Home Support Services (Personal Cares and Home Help) located on the Hutt Valley Intranet.

The ACNM will assist to provide clinical and professional leadership to the team, developing the nursing service, ensuring quality standards are met and contributing to the strategic direction for the community Health Service.

The outcomes of the role are to improve the health and well-being of patient and whānau, in an environment that promotes excellence in the Community Health Service care and education, inspiring staff to reach their full potential.

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

Key Result Area	Expected Outcomes / Performance Indicators
General Accountabilities	<ul style="list-style-type: none"> • Maintains a strict sense of professional ethics, confidentiality and privacy and abide by the District Code of Conduct • Assists the CNM to lead a culture of safe practice and applies District policies and processes • Assists the CNM to lead and role model application of Te Tiriti o Waitangi principles • Champions equity and diversity in the workplace • 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 • Contributes to the achievement of service and District KPIs and goals
Leadership	<ul style="list-style-type: none"> • Articulates a strong nursing vision and provides leadership to achieve strategic goals and objectives • Assists the CNM to manage systems, processes, and resources that enable staff to meet the needs of the patient/whānau • Role models and promotes high standards of practice • Supports change implementation • Visible and accessible to all members of the team • Supports and contributes to service and organisational forums and disseminates information to staff • Contributes to ward /unit planning, strategic direction and objectives • Readily shares knowledge and skills, provides guidance and coaching to develop staff and promotes workforce development • Supports the CNM to manage team dynamics to ensure a cohesive, strong nursing team within the broader interdisciplinary team • Manages conflict situations, working to a constructive resolution; • Represents service in a positive and professional manner to staff, patients and whanau • Contributes to strategic links and partnerships within the District to ensure that services are well integrated

	<ul style="list-style-type: none"> • Assists CNM to coordinate the development and review of clinical policies and procedures in line with best practice following appropriate District process • Works in partnership with cultural advisors to provide appropriate services as determined by the service users • Promotes a practice environment where nurses can exercise independent judgement and apply ethical principles to resolve patient care issues • Supports the implementation, monitoring and reporting of data collection to assist with managing demand and appropriate allocation of resources
Financial Resource Management	<ul style="list-style-type: none"> • Supports CNM to manage the ward/unit/service budget • Promotes sustainability and the minimisation of waste • Identifies and facilitates repair of equipment that needs maintenance or replacement • Contributes to identification of equipment for purchase under capital expenditure • Supports the CNM and nursing team to ensure accurate and timely data is available for annual FTE Calculation as per Care Capacity Demand Management (CCDM) Programme requirements.
Quality and Risk	<ul style="list-style-type: none"> • Supports CNM to identify, monitor and report risks and implement appropriate risk mitigation as delegated by CNM • Participates in the review of complaints, reportable events and serious adverse events and uses findings to improve practice and inform quality improvement initiatives • Champions innovation and evidence based practice within the workplace • Is involved in ensuring audit requirements are met and that results from internal audit are reviewed and necessary improvements made in consultation with the CNM • Supports CNM to ensure compliance with certification, accreditation and verification requirements as applicable and contributes to corrective action requests • Assists CNM with effective continuous quality improvement programme within the service • Ensures documentation within the unit/ward meets District, legal, contractual and professional requirements • Alerts CNM to the need to arrange support and debrief following events that have, or have the potential, to impact on staff • Provides defusing support immediately after events that occur that have the potential to impact on staff.
Workforce	<ul style="list-style-type: none"> • Supports CNM to recruit, develop and retain the nursing workforce; • Actively champions Professional Development and Recognition Programme (PDRP) and encourages all staff to participate; • Positively leads, supports and implements the Care Capacity Demand Management (CCDM) programme including Variance Response Management VRM for the unit/ward/team;

	<ul style="list-style-type: none"> • Ensures rosters comply with agreed roster model and NZNO/PSA Collective Agreement requirements as delegated by CNM • Provides staff with timely, accurate and constructive feedback on performance • Raises concerns about conduct/competence issues with CNM in timely manner. • Participates in appraisal of staff in collaboration with CNM
Patient care delivery	<ul style="list-style-type: none"> • Coordinates the team on a shift-to-shift basis to effectively manage staff allocation, patient flow and provision of care • Activates and implements Standard Operating Procedures when required • Role models and promotes high standards of practice • Works in partnership with cultural advisors to provide culturally safe care • Provides direct patient care as required
Professional Development	<ul style="list-style-type: none"> • Proactive in identifying own professional development needs and negotiating appropriate resources including post graduate courses • Maintains current senior PDRP • Participates in local/national professional nursing or specialty groups • Uses professional nursing/specialty organisation membership to benefit the practice environment/ nursing service
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Culture and People Leadership	<ul style="list-style-type: none"> • Leads, nurtures and develops our team to make them feel valued. • Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. • Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. • Implements and maintains People & Culture strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation's strategic and business goals.

	<ul style="list-style-type: none"> Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened.
Innovation & Improvement	<ul style="list-style-type: none"> Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. Models an agile approach – tries new approaches, learns quickly, adapts fast. Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

Matters which must be referred to the Clinical Nurse Manager

- Clinical or operational matters that require escalation must be referred to the relevant line manager, health professionals, and/or Nurse Director.
- The ACNM will be regularly challenged by a wide range of complex and unpredictable clinical problems and issues related to their delegated areas of responsibility. There will be a requirement to prioritise issues and negotiate time frames, while still providing a quality patient and whānau services.

Relationships

External	Internal
<ul style="list-style-type: none"> District Community Teams Other Districts Tertiary Education Organisations Consumer advocates & agencies 	<ul style="list-style-type: none"> District Chief Nurse District Chief Nurse Nurse Directors

<ul style="list-style-type: none"> • Volunteers • NZ Nursing Council • Professional bodies & Associations • Health & social support agencies 	<ul style="list-style-type: none"> • Workforce and Practice Development Unit • Group Manager • Operation/Service Managers • Nursing team • Clinical leads/Senior Medical Officers/Registers and House Officers • Allied Professions • Other nursing and interprofessional teams • Patient Administration • Patients and Whānau • People & Communications • Human Resources • Maori Health Service • Pacific Health Units • Disability Team • Centre of Clinical Excellence • Care Capacity Demand team • Biomedical engineering
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

About you – to succeed in this role

You will have

Essential:

- Registered Nurse with current APC and scope appropriate to place of work
- Minimum three years post registration nursing practice experience.
- Postgraduate Certificate desired, expected to work towards Postgraduate Diploma
- Attainment/maintenance of senior PDRP
- Add as relevant to service e.g. full driver's license

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Comprehensive knowledge and understanding of NZ Health System including equity issues, professional leadership and emerging issues for the nursing profession
- Demonstrated capability in nursing leadership and management
- Clinical experience and expertise
- Experience in leading quality improvement initiatives
- Experience in developing, implementing and monitoring policies, audits, protocols and guidelines
- Competent computer skills

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- 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

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*