

Role Description

Position:	Registered Nurse
Service / Directorate:	Bureau Integrated Operations Centre
Responsible to:	Nurse Manager

Our Mission:

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

Our Vision

Better Health and Independence for People, Families, and Communities

Our Values:

- *Innovation*
- *Action*
- *A focus on People and Patients*
- *Living the Treaty*
- *Professionalism through Leadership, Honesty, Integrity and Collaboration*
- *Excellence through Effectiveness and Efficiency*

Context

Organisational perspective

Capital and Coast District Health Board (CCDHB) funds and provides public health and disability services for Wellington and Kapiti Coast. The CCDHB meets the health needs of a population of approximately 283,700 (61% of the sub-region) and delivers tertiary services to a wider population of more than 900,000.

CCDHB has key delivery arms in primary, secondary and tertiary health. Hospital and health services are delivered via Wellington Regional Hospital, a secondary and community facility at Kenepuru, a Forensic, Rehabilitation and Intellectual Disability Hospital at Rotonga Rua-o-Porirua, and Kapiti Community Hospital. The total operating budget for CCDHB exceeds \$1 billion. The operating budget is split as follows:

- Funder arm \$340M
- Mental Health and Disability Services \$90M
- Provider arm (including Corporate Services) \$570M

The DHBs focus is on improving the health of our local people, families and communities – and reducing inequalities within our population. To support this we will ensure:

- integrated delivery of services backed by sound infrastructure
- financial and clinical viability of services, facilities and support
- a “culture” that supports health improvement and addresses disability needs locally and across our region
- Supporting and promoting healthy lifestyles
- the development of clinical leadership
- regional collaboration

Directorate perspective:

The key areas of focus for the Integrated Operations Centre are:

- To lead and develop new models and new ways of working across the health system between primary, community, and secondary care settings
- To participate in the collaboration with Hutt Valley and Wairarapa DHBs to establish wider regional clinical services
- To strengthen a quality and patient safety culture through an effective clinical governance framework
- The establishment of sustainable work force models within the Directorate
- To ensure improved financial performance in line with the DHB’s financial recovery plan
- To develop new models of care to manage hospital demand and flow supporting best use of Inpatient bed resources and ensure the safe management of people with complex healthcare needs

- To participate in the Integrated Collaborative Care priorities as they relate to the Directorate and support the provision of better, sooner, more convenient services across the wider DHB.

Service perspective:

The Integrated Operations Centre provides a comprehensive clinical and operational service 24/7. The service has two arms; clinical and operational. The clinical arm includes Transit Care and Lounge and the operational arm comprises of the Bureau, the Duty Nurse Manager team, Care Capacity Demand Management (CCDM) and Trendcare.

In normal working hours the service will support the Directorates to meet their targets and plans and after hours will hold the delegated authority of the Directorates to ensure the effective running of the hospitals.

The operational arm comprises:

a) The Bureau

- recruitment of casual, part time and full time permanent staff and special task forces to assist with resourcing across all sites
- booking and deployment of Bureau staff for service areas
- agency liaison and contract monitoring
- professional development and preceptoring of Bureau staff
- monitoring and reporting on trends and volumes in Bureau supplied staff

b) Duty Nurse Manager Team

- 24/7 service responsibility for patient flow co-ordination, reporting trends and volumes in bed management
- facility management after hours (1530 – 0800 weekdays and 0800 – 0800 weekends)
- emergency response after hours
- deployment and redeployment of staff to minimise risk after hours
- provide after hours delegated leadership from the directorates
- a RN support role is part of the team who have delegated activities assigned to them from the DNM

c) Care Capacity Demand Management (CCDM) and TrendCare

- TrendCare is the acuity and workload management tool used within CCDHB
- Maintenance of the system ensuring compliance, data integrity and data collection
- TrendCare support to ward staff and managers
- Visibility of data to whole of organisation
- Implementation of the CCDM programme – matching staff to patient demand within the best use of health resources

- Improving quality of care for patients, improving the work environment for staff and maximising organisational efficiency.

Role perspective:

All nurses employed by C&C DHB will have Registration with the New Zealand Nursing Council and maintain a current annual practising certificate as a Registered Nurse. Application onto the C&C DHB Professional Development and Recognition Programme (PDRP) at competent, proficient or expert level is required.

It is the nurse’s responsibility to ensure that they attend the generic orientation, yearly core competencies and maintain area-specific competency requirements. They will access policy and procedures through Silent-One and work within the C&C DHB Nursing and Midwifery standards & criteria of care and professional practice.

The Registered Nurse (RN) working for C&C DHB will have a desire to develop in an area of nursing; will have the ability to work using a team nursing approach, demonstrate values consistent with those of C&C DHB and will be committed to the principles of the Treaty of Waitangi.

The PDRP is integral in assessing and monitoring the nursing skill levels.

The Team Nursing approach commits to provide person / family centred care, using current evidence to assist people to achieve their optimum health. It considers the nursing skill (PDRP) level and staff mix with Registered Nurses (RN), Enrolled Nurses (EN) / Nurse Assistants (NA) and Health Care Assistants (HCA) working together as part of the team. The benefits of a Team Nursing approach are:

- Improved communication and coordination of care;
- Enhanced teaching of clinical decision-making and skills;
- Increased patient satisfaction
- Improved patient care
- Increased work satisfaction and staff retention
- Decreased staff turnover

Supporting change implementation is an important aspect of this role. The environment is one of continuing change as we strive for quality practice and improved patient safety. The RN is a key part of the team’s involvement in such change.

The RN working hours will be rostered and rotating and may work across the DHB as required due to patient safety and workforce necessities.

Purpose of the role

To provide evidence-based nursing care, be an active member of the nursing team in directing and delegating care and role model professional, educational and preceptorship behaviours.

Key Accountabilities

The Registered Nurse will be expected to perform at competent, proficient or expert level as appropriate.

Domain One:

This domain contains competencies that relate to professional, legal and ethical responsibilities and cultural safety. These include being able to demonstrate knowledge and judgement and being accountable for own actions and decisions, while promoting an environment that maximises patients' safety, independence, quality of life and health.

NCNZ Competency	PDRP Competent level Performance Indicator/Measure	PDRP Proficient level Performance Indicator/measure	PDRP Expert level Performance Indicator/Measure
1.1 Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional ethical and relevant legislated requirements.	Describe how you practice within professional, ethical and legislated requirements that impact on your practice	Describe how you role model to ensure professional, ethical or legislated requirements are upheld in your area of practice	Describe how you address the challenges in your service/area with ensuring professional, ethical or legislated requirements are upheld in your area of practice
1.2 Demonstrates the ability to apply the principles of the Treaty of Waitangi /Te Tiriti o Waitangi to nursing practice.	Using an example from practice, describe how you apply the principles of the Treaty to your nursing practice.	Using an example from practice, describe how you assist colleagues to apply the principles of the Treaty to your nursing practice	Describe your involvement in addressing the socio-economic/health disparities for Maori <u>OR</u> describe your understanding of Te Plan
1.3 Demonstrates accountability for directing, monitoring and evaluating nursing care that is provided by nurse assistants, enrolled nurses and others.	Describe a time when you sought advice from a senior nurse about the decision making process for delegation by an RN	Describe how you assist colleagues to understand the decision making process for delegation by an RN	Describe how you address the challenges in your service/area with the decision making process for delegation by an RN
1.4 Promotes an environment that enables patient / client safety, independence, quality of life, and health.	Describe an environmental safety risk issue in your area of practice and what you did to manage it.	Describe an environmental safety risk issue in your area of practice that you identified and how you were involved in a process in to minimise this risk.	Describe an environmental safety risk issue in your area of practice that you identified and the process you led to minimise this risk.
1.5 Practices nursing in a manner that the patient / client determines as being culturally safe.	Describe how cultural differences can impact on nursing care delivery and how you avoid imposing prejudice on others.	Describe how cultural differences can impact on nursing care delivery and how you assist your colleagues to avoid imposing prejudice on others.	Describe barriers to providing culturally safe care and what processes you have implemented to help overcome these

Domain Two: Management of Nursing Care.

This domain contains competencies related to client assessment and managing client care, which is responsive to clients' needs, and which is supported by nursing knowledge and evidence based research.

NCNZ Competency	PDRP Competent level Performance Indicator/Measure	PDRP Proficient level Performance Indicator/measure	PDRP Expert level Performance Indicator/Measure
2.1 Provides planned nursing care to achieve identified outcome.	Discuss 3 priorities of patient / client care during a shift and the time management strategy required OR give examples of the use of evidence in planning your care	Using an example from practice describe how you prioritise and plan care to achieve an identifiable outcome including reference to literature or evidence.	Describe how you have changed the delivery of nursing care <u>or</u> a process <u>or</u> the environment to positively influence patient outcomes including references to current literature/evidence.
2.2 Undertakes a comprehensive and accurate nursing assessment of clients in a variety of settings.	Describe how you undertake a nursing assessment using a specific assessment tool relevant to your area of practice.	Describe how you undertake a nursing assessment of a patient /client using a specific assessment tool relevant to your area of practice and the merits and limitations of it.	Describe how you undertake a nursing assessment using a specific assessment tool relevant to your area of practice and the merits and limitations of it including references to current literature/ evidence.
2.3 Ensures documentation is accurate and maintains confidentiality of information.	Describe how you ensure your documentation meets the legal requirements and maintains patient / client confidentiality	Describe how your role model to ensure documentation meets the legal requirements and maintains patient / client confidentiality	Describe how you address the challenges in your service/area with ensuring documentation meets the legal requirements and/o maintains patient / client confidentiality
2.4 Ensures the client has adequate explanation of the effects, consequences and alternative of proposed treatment options.	Describe how you apply the C&C DHB informed consent policy to ensure the patient / client has adequate explanation of the effects, consequences and alternative of proposed treatment options.	Give an example of a time when you sought clarification from relevant members of the healthcare team regarding the individual's request to change and/or refuse care.	Using an example from practice describe how you support clients/patients to resolve ethical dilemmas relating to explanation of the effects, consequences and alternative of proposed treatment options <u>OR</u> describe your leadership in helping colleagues resolving ethical issues including references to literature/evidence.
2.5 Acts appropriately to protect oneself and others when faced with unexpected client responses, confrontation, personal threat or other crisis situations.	Describe your management of an unexpected clinical situation.	Describe your management of an unexpected clinical situation including the formal or informal debrief.	Describe your management of a challenging or unexpected situation and how you returned the environment back to a state of readiness including the formal or informal debrief you initiated.

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2.6 Evaluates client's progress toward expected outcomes in partnership with clients.	Describe how you evaluate progress in partnership with your patients / clients and your senior colleagues	Describe how you evaluate progress in partnership with your patients / clients and the MDT.	Describe your involvement in changing the evaluation of nursing care delivery in your service/area.
2.7 Provides health education appropriate to the needs of the client within a nursing framework.	Describe an example of education you gave to a patient / client and how you evaluated its appropriateness.	Describe the different formal and informal teaching methods you use that are appropriate for your patients / clients.	Provide an example of an education tool you have developed or health education for patients / clients you have facilitated.
2.8 Reflects upon, and evaluates with peers and experienced nurses the effectiveness of nursing care.	Describe how reflection affects the effectiveness of your nursing care <u>OR</u> marked assignment from the C&C DHB preceptor course * included in portfolio.	Describe how you assist your peers to reflect upon and evaluate the effectiveness of nursing care <u>OR</u> marked assignment from the C&C DHB preceptor course * included in portfolio.	Describe how you facilitated a debriefing <u>OR</u> supervision <u>OR</u> professional assistance for your colleagues
2.9 Maintains professional development.	Ensure Professional Development Record meets NCNZ requirements. Organisational Core Competencies current.	Ensure Professional Development Record meets NCNZ requirements. Organisational Core Competencies current.	Ensure Professional Development Record meets NCNZ requirements. PD must include PG papers or equivalent Organisational Core Competencies current.

Domain three: Interpersonal Relationships.

This domain contains competencies related to interpersonal and therapeutic communication with clients, other nursing staff and interprofessional communication and documentation.

NCNZ Competency	PDRP Competent level Performance Indicator/Measure	PDRP Proficient level Performance Indicator/measure	PDRP Expert level Performance Indicator/Measure
3.1 Establishes, maintains and concludes therapeutic relationships with client.	Describe how you establish a therapeutic relationship while maintaining professional boundaries with patients / clients.	Describe how you establish a therapeutic relationship while maintaining professional boundaries and why this can be challenging.	Describe how you facilitate others in your team to maintain professional boundaries with patients / clients when this is challenging <u>OR</u> how you facilitate conclusion of therapeutic relationships when this is challenging.
3.2 Practises nursing in a negotiated partnership with the client where and when possible.	Using an example from practice, describe how you increased a patient's / client's independence or family / whanau participation in their care.	Using an example from practice, describe how you assisted a colleague to increase a patient's / client's independence or family / whanau participation in their care.	Describe or provide evidence of a new process you initiated in your area to increase patient/ client independence or family / whanau participation.
3.3 Communicates effectively with clients and members of the health care team.	Describe how you use different communication styles, in what context, and how you know they are appropriate and effective.	Describe the different communication techniques or styles that are needed for patients / clients and the health care team and how you know your communication is appropriate and effective.	Describe barriers to good communication with patients / clients and the MDT and what you do to assist colleagues overcome this <u>OR</u> describe an occasion when communication broke down and what you did to resolve the situation.

Domain four: Interprofessional Health Care & Quality Improvement.

This domain contains competencies to demonstrate that, as a member of the health care team; the nurse evaluates the effectiveness of care and promotes a nursing perspective within the interprofessional activities of the team.

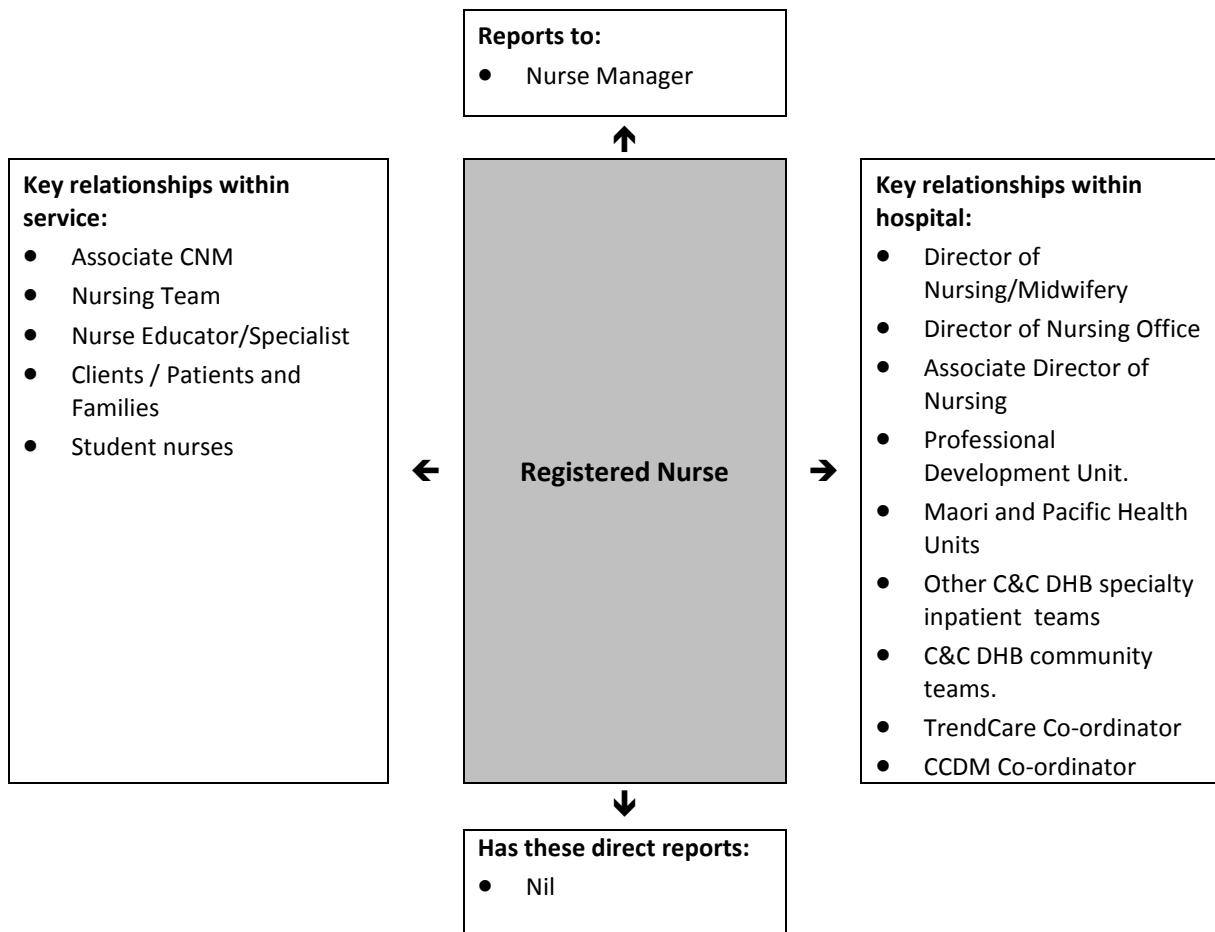
NCNZ Competency	PDRP Competent level Performance Indicator/Measure	PDRP Proficient level Performance Indicator/measure	PDRP Expert level Performance Indicator/Measure
4.1 Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care.	Describe how you collaborate with senior nurses and the MDT to facilitate and coordinate care	Describe how you provide guidance and support to students, junior colleagues and new members of staff or marked assignment from C&C DHB preceptor course included in portfolio.	Describe how you collaborate or consult with the MDT to develop new policies or procedures or change the way care is delivered <u>OR</u> provide examples of your strategic collaboration with other Directorates and/or Health Care Providers to deliver care.
4.2 Recognises and values the roles and skills of all member of the health care team in the delivery of care.	Give an example of how and why you referred your patient to a member of the MDT	Describe a clinical issue that you could not resolve and your collaboration with a non nursing colleague or member of the MDT to resolve it.	Describe a range of community support services and resources that you refer patients / clients to <u>OR</u> evidence of your leadership in MDT groups/meetings around the delivery of care.
4.3 Participates in quality improvement activities to monitor and improve standards of nursing.	Explain why participation in quality improvement processes is important and give an example of one that you have participated in.	Give an example of a quality initiative that you have participated in and describe the change it made to nursing practice or service delivery. Examples to support evidence may be included separately in portfolio if desired	Give an example of two quality initiative or innovation you have led and describe the changes they made to nursing practice or service delivery. Examples must be included separately in portfolio

Key Accountabilities

In addition to meeting the above requirements, the RN will satisfy the requirements of the following C&C DHB accountability.

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators / Measures</i>
1. Occupational Health & Safety	<ul style="list-style-type: none">Complies with responsibilities under the Health & Safety in Employment Act 1992	<ul style="list-style-type: none">Has read and understood the Health & Safety policy and procedures.Actively supports and complies with Health & Safety policy and procedures.Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.

Key Relationships & Authorities



Capability Profile

a) Knowledge and Experience:

- To be defined at appointment.

b) Essential Professional Qualifications / Accreditations / Registrations:

- Registration with the Nursing Council of New Zealand as a Registered Nurse.
- A current practising certificate.

c) Someone well-suited to the role will place a high value on the following:

- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Leading profession and service delivery
- Active involvement in decision making
- Working inter-professionally with others
- Working within existing resources
- Practice informed by research evidence
- Innovation
- Thinking critically
- Active involvement in the professional development pathway
- Working effectively with the community

Capital and Coast District Health Board (C&C DHB) is 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.

C&C DHB 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 Maori cultural practices.

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.