

Position Description



Position:	Associate Clinical Nurse Manager (ACNM)
Vulnerable Children Act:	This position is a Core Children's worker under the VCA & requires full safety checks completed before any new employment starts
Group/Service:	
Reports to:	Clinical Nurse Manager
Direct Reports	N/A
Location:	Hutt Valley DHB
Approved by:	Director of Nursing

ORGANISATIONAL CONTEXT

Hutt Valley District Health Board (DHB) is one of 20 DHBs in New Zealand responsible for providing, or funding the provision of, health services in their district. Hutt Valley DHB works to improve, promote and protect the health of the people living in the Hutt Valley and takes the lead in planning, funding and providing public health services for them, regardless of where their services are provided. Hutt Valley District Health Board has an executive leadership team and is governed by a board of members. It was founded in 2001 and employs around 2,400 staff, with many based at Hutt Hospital's campus.

Hutt Valley DHB serves a mainly urban population of around 140,000. Secondary care facilities are located at Hutt Hospital in Lower Hutt with around 270 beds. In addition, Hutt Valley DHB is the centre for five tertiary/regional and sub-regional services - Plastic, Maxillofacial and Burns Services; Rheumatology; School Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Hutt Valley DHB vision:

"Healthy People, Healthy Families, Healthy Communities"

Hutt Valley DHB mission:

Working together for health and wellbeing - a commitment to a cooperative way of working; staff working cooperatively, working in collaboration with the people and organisations we fund, working with organisations from other sectors and working within our community.

Hutt Valley DHB Values:

ALWAYS CARING

Always caring – respectful, kind and helpful

CAN DO

Can-do – positive, learning and growing and appreciative

IN PARTNERSHIP

In Partnership – welcoming, listens, communicates and involves

BEING OUR BEST

Being our Best – innovating, professional and safe.

Hutt Valley DHB Goals:

The strategic goals of the HVDHB are the 'Triple Aim Plus One': Improved population health outcomes, including reduced inequalities; improved patient journeys through our health system; best value for money from our resources; and building a thriving organisation.

POSITION TITLE

Associate Clinical Nurse Manager (ACNM) Te Whare Ahuru

ROLE PURPOSE

The Associate Clinical Nurse Manager is a supportive role to the Clinical Nurse Manager 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 Te Whare Ahuru. 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.

KEY WORKING RELATIONSHIPS

Within the DHB

Director of Nursing
Associate Directors of Nursing (ADoNs)
Nursing (incl HCAs), Allied Health & Medical staff
Service Group Manager/ Service Manager
Administration/Clerical Staff
Care Capacity Demand Management (CCDM) Unit
Clinical Support Services
Human Resources & Organisational Development
Infection Prevention and Control
Integrated Operations Centre
Maori Health Unit
Non-Clinical Support Services
Pacific Health Service
Payroll Services
Practice Development Unit
Service Quality & Innovation
Workplace Safety & Health

Externally

Primary & Community Care
Service Coordination Centre
Staff from other DHBs
Professional & Union Organisations

KEY ACCOUNTABILITIES AND OUTCOMES

General Accountabilities

- Ensure that your health and safety practice meets the requirements of health and safety at work legislation, applies the DHB's 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 DHB's Code of Conduct
- Respond to the changing needs of the DHB, performing other tasks as required
- Champion equality and diversity in the workplace including the Treaty of Waitangi.

Provides professional nursing leadership

- 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 DHB.
- 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 DHB activities.

- Readily shares knowledge and skills through coaching and supervision 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.

Ensures effective and efficient patient care delivery

Shift coordination

- 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.
- 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.

Effectively manages staff, systems and resources

Staff Management

- 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.

Systems & Resources

- 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, equipment and patient concerns to the CNM.
- Contributes to identifying equipment for purchase under Capital Expenditure.

Enhances interprofessional healthcare and provision of quality services

- 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.
- 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.

Advances nursing practice through research & scholarship

- 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.

PERSON SPECIFICATION

Essential qualifications, skills and experience

Qualifications/knowledge

- RN Practising Certificate
- Post Graduate qualification
- Comprehensive knowledge of the NZ health system, the DHB environment, systems and processes
- Knowledge of the trends and emerging issues for the nursing profession.

Experience

- At least 3-4 years' experience as an RN
- Recent experience in leading quality improvement initiatives

Skills

- Expert computer skills
- Development of policies, audits, protocols and guidelines

CAPABILITY PROFILE

Competencies

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

Competency	Elements
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 • 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

Competency	Elements
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

Date Effective:

Manager's Signature:

Employee's Signature:

WE WILL...

WE WON'T...

ALWAYS CARING

Respectful

- Value differences, treat everyone as an individual
- Protect people's privacy and dignity. Be culturally safe
- Respect other people's time

- Disrespect people, their views or culture
- Disrespect privacy, gossip, talk behind people's backs
- Waste people's time, keep people waiting unnecessarily

Kind

- Show kindness, empathy and compassion for others
- Be mana enhancing in every contact with every person

- Be rude, aggressive, shout, intimidate or bully
- Be abrupt, belittling, or create stress and anxiety

Helpful

- Be supportive and attentive to the needs of others
- Be willing to go the extra mile to make a difference

- Fail to take notice and leave others to struggle
- Resist looking for ways to make things better for others

CAN DO

Positive

- Bring a positive attitude to work
- Encourage and enable others
- Look for solutions, have an 'it's up to us' attitude

- Be grumpy, moaning, moody, have a negative attitude
- Complain but not act to change things

Learning and growing

- Always learn and develop ourselves & others
- Seek out, welcome and give feedback to others

- Be closed to new ideas and restrict development
- Reject feedback from others, give a 'telling off'

Appreciative

- Say 'thank you' and value people's contributions
- Share and celebrate success and achievements

- Nit pick, criticise, undermine or pass blame
- Make people feel undervalued or inadequate

IN PARTNERSHIP

Welcoming

- Be welcoming, friendly, smile, introduce ourselves
- Acknowledge people

- Be closed, cold, make people feel a nuisance
- Ignore people

Listens

- Listen to people, hear and value their views
- Take time to answer questions and to clarify

- 'Tell', dictate to others and dismiss their views
- Fail to allow time for / value people's questions

Communicates

- Explain clearly in ways people can understand
- Update people on what's happening now and next

- Use language / jargon people don't understand
- Leave people not knowing what's happening

Involves

- Trust others and act to create trust in ourselves
- Involve people in decisions that affect them

- Be judgmental, make assumptions, ignore people
- Exclude people, withhold info, micromanage

BEING OUR BEST

Innovating

- Look for new and better ways to do things
- Be curious and courageous, embracing change

- Be resistant to exploring new ideas and ways of working
- Criticise or ignore others with different ways of thinking

Professional

- Be calm, patient and make time for people
- Take responsibility and be reliable, accountable, honest

- Rush, come across as 'too busy'
- Say it's 'not my job' and pass work to others

Safe

- Consistently follow agreed best-practice
- Speak up whenever we have a concern

- Cut corners and not follow best practice
- 'Walk past' safety concerns or poor behaviour