

Position Description

Position Registered Nurse

Team / Service Bureau/ Integrated Operations Centre (IOC)

Group Hospital Operations

District Capital, Coast & Hutt Valley Districts

Responsible to 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 Wellington Hospital and Kenepuru Hospital sites.

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, 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 regions of Porirua and 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 Tiritio 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.

Service Perspective

The Integrated Operations Centre (IOC) 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:

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?

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 afterhours delegated leadership from the directorates
- A RN support role is part of the team who have delegated activities assigned to them from the DNM

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.

Patient Care Coordinator

- Aged Residential Care Coordination and facilitation
- Provides context and networks between the acute hospital and primary / community services
- Vision for care management/care coordination
- Networks and liaises to ensure a safe transition for patient and family in to facilities or for hospital at home
- Strategic and compassionate communication between facilities, patient and family

Patient Transfer Services

- Provides a range of staff and services to support patient flow by way of:

- Coordination of Patient retrieval and inter-hospital patient transfers
- Management of patient transport, travel and accommodation services
- Contract monitoring in relation to patient transport and accommodation
- Fully resourced Transit Lounge
- Provision of a Transit Care Service

Purpose of the role

The Registered Nurse (RN) role is to meet the needs of people and whanau accessing our services using contemporary nursing care which is safe, appropriate and effective. The care is based on comprehensive assessment, ensures continuity, and is person/whānau centred, culturally appropriate and evidence-based. Quality improvement and patient safety is an important part of this role.

The purpose of the RN role is 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.

The RN will respond to the changing needs of the district, performing other tasks as required. The RN is expected to contribute to the implementation of District and nursing goals and values, and to promote Te Whatu Ora – Health New Zealand Capital, Coast and Hutt Valley as a centre of excellence for nursing practice.

Bureau RN working hours are flexible with a casual role and rostered and rotating with a permanent role.

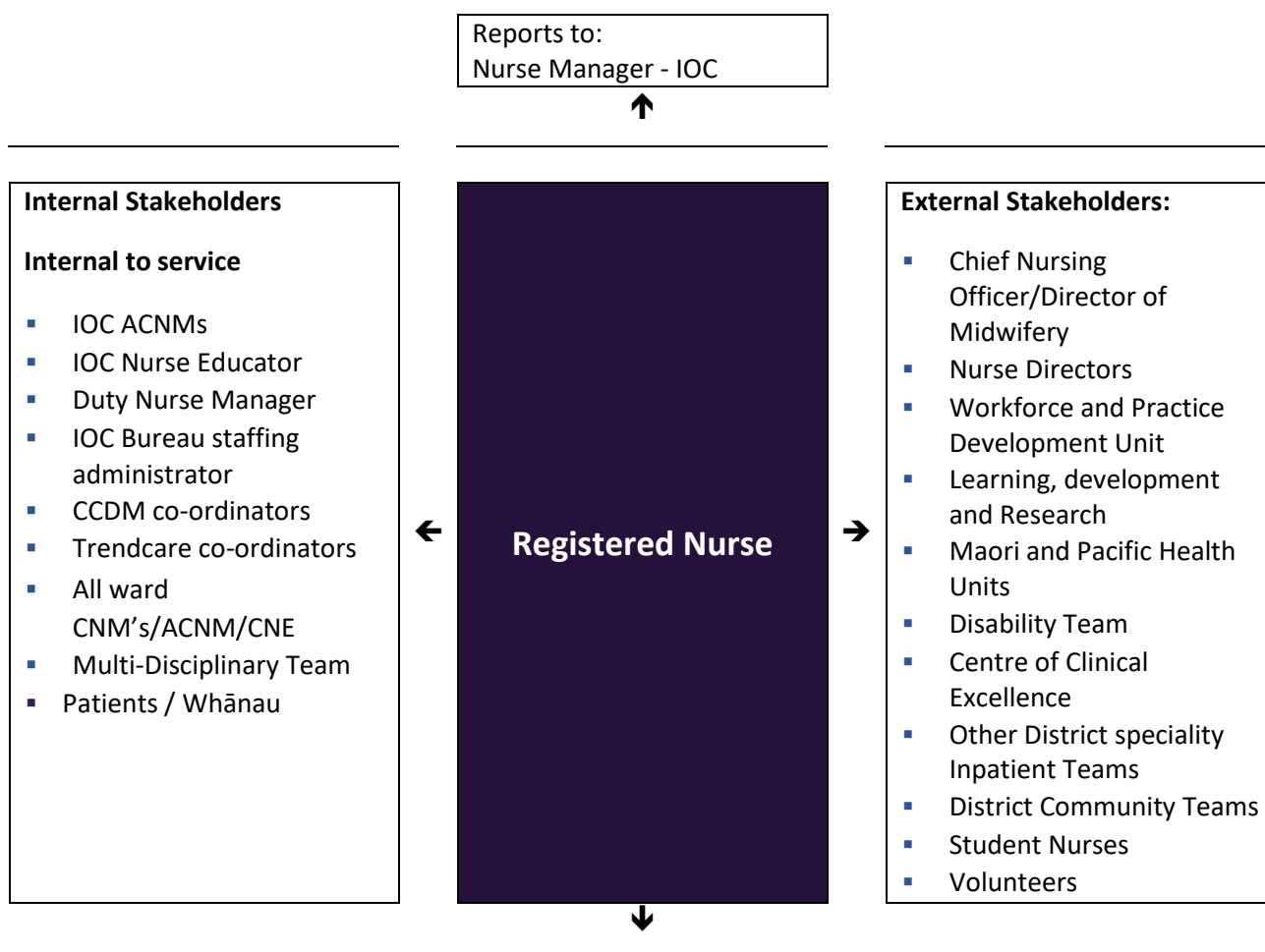
Key Accountabilities

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. Technical outcomes / accountabilities	<ul style="list-style-type: none"> ▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation ▪ Builds appropriate rapport ▪ Builds constructive and effective relationships ▪ Uses diplomacy and tact ▪ Can diffuse even high-tension situations comfortably
2. Leadership	<ul style="list-style-type: none"> ▪ Can marshal resources (people, funding, material, support) to get things done ▪ Can orchestrate multiple activities at once to accomplish a goal ▪ Uses resources effectively and efficiently ▪ Arranges information and files in a useful manner
3. Stakeholder engagement	<ul style="list-style-type: none"> ▪ Itemised
4. Continuous improvement and innovation	<ul style="list-style-type: none"> ▪ Establish a culture of continuous improvement, ensuring linked and cohesive 2DHB view of the support services function that identifies opportunities and co-designs innovative solutions to meet the

Key accountabilities	Deliverables / Outcomes
	changing needs, from local customers through to district services or whole sector.
5. Te Tiriti o Waitangi	<ul style="list-style-type: none"> Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance Cultural competence is grown across the team, supporting inclusion and partnership.
6. Health & Safety	<ul style="list-style-type: none"> Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. Maintain a proactive culture of Health & Safety supported by systems. Ensure providers are aware of and have processes to comply with their health and safety responsibilities

Key Relationships & Authorities



Direct reports:

- No direct reports

Capability Profile

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

Competency	Behaviours
Interpersonal Savvy	<ul style="list-style-type: none">▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation▪ Builds appropriate rapport▪ Builds constructive and effective relationships▪ Uses diplomacy and tact▪ Can diffuse even high-tension situations comfortably
Organising	<ul style="list-style-type: none">▪ Can marshal resources (people, funding, material, support) to get things done▪ Can orchestrate multiple activities at once to accomplish a goal▪ Uses resources effectively and efficiently▪ Arranges information and files in a useful manner
Organising	<ul style="list-style-type: none">▪ Can marshal resources (people, funding, material, support) to get things done▪ Can orchestrate multiple activities at once to accomplish a goal▪ Uses resources effectively and efficiently▪ Arranges information and files in a useful manner
Planning	<ul style="list-style-type: none">▪ Accurately scopes out length and difficulty of tasks and projects▪ Sets objectives and goals▪ Breaks down work into the process steps▪ Develops schedules and task/people assignments▪ Anticipates and adjusts for problems and roadblocks▪ Measures performance against goals▪ Evaluates results
Decision Quality	<ul style="list-style-type: none">▪ Makes good decisions (without considering how much time it takes) 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
Problem Solving	<ul style="list-style-type: none">▪ Uses rigorous logic and methods to solve difficult problems with effective solutions▪ Probes all fruitful sources for answers▪ Can see hidden problems'▪ Is excellent at honest analysis▪ Looks beyond the obvious and doesn't stop at the first answer
Quality & Innovation	<ul style="list-style-type: none">▪ Provides quality service to those who rely on one's work.▪ Looks for ways to improve work processes - suggests new ideas and approaches.▪ Explores and trials ideas and suggestions for improvement made by others.

Competency	Behaviours
	<ul style="list-style-type: none"> Shows commitment to continuous learning and performance development.
Negotiating	<ul style="list-style-type: none"> Can negotiate skillfully in tough situations with both internal and external groups; Can settle differences with minimum noise; Can win concessions without damaging relationships; Can be both direct and forceful as well as diplomatic; Gains trust quickly of other parties to the negotiations; Has a good sense of timing

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

Experience and Capability

Essential Professional Qualifications / Accreditations / Registrations skills and experience:

- Registration with Nursing Council of New Zealand (NCNZ)
- A current Annual Practicing Certificate (APC) and scope appropriate to place of work
- Demonstrates 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 the nursing role
- A commitment to achieving equitable outcomes for Māori
- A personal commitment to on-going learning and development including attainment/maintenance of PDRP

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

- Commitment to Te Tiriti o Waitangi
- Living the District values
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- 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