

Position Description

Position	Associate Charge Nurse Manager (ACNM)
Team / Service	Outpatients Wellington & Kenepuru
Directorate	Surgery, Woman's and Children's Directorate
District	Capital, Coast & Hutt Valley
Responsible to	Charge 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 between Wellington and Kenepuru hospital and from time to time as part of Variance Response you may be required to work in other areas.

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

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:

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| 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

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

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.

Group Perspective

The Surgical, Women’s, and Children’s Health Directorate is part of a district-wide, integrated healthcare system committed to delivering high-quality, equitable, and person-centred care. This group oversees a broad spectrum of inpatient, outpatient, and community services that support the health and wellbeing of patients across all life stages — from newborns to older adults.

The group operates within the strategic framework of Te Whatu Ora, aligning local service delivery with national health priorities, government health targets, and regional objectives. There is a strong emphasis on quality improvement, equity, innovation, and culturally safe care. Services are designed to meet the unique needs of our diverse populations, including Māori, Pacific, and rural communities.

Through effective leadership, workforce development, and collaboration across professional boundaries, the group strives to create a high-performing, sustainable health system that improves outcomes and access for all. Outpatient services play a critical role in this mission by supporting timely assessment, treatment, and follow-up care across the continuum.

Service perspective

The Outpatient Services across Surgical, Women's, and Children's Health are dynamic, high-volume environments that deliver a wide range of ambulatory care to diverse patient populations across multiple sites. These services are central to the district's ability to meet government health targets, reduce waiting times, and improve equity of access to care for all communities.

The service supports all surgical and tertiary services, including dermatology. Support for orthopaedics, ophthalmology and woman's and children's health in Kenepuru. The service manages a mix of elective and acute presentations, with nurses playing a pivotal role in facilitating acute patient and First Specialist Assessments (FSA), procedures, and follow-ups (FU). Emphasis is placed on patient flow, safety, and service efficiency, with strong interdisciplinary collaboration to achieve timely and effective care.

Purpose of the role

The Associate Charge Nurse Manager (ACNM) provides senior clinical and operational leadership within Outpatient Services, supporting the Charge Nurse Manager in the delivery of safe, effective, and high-quality care across a diverse range of specialties, including both elective and acute patients. A key focus of the role is also the education and professional development of both new and existing staff, fostering a culture of continuous learning, clinical excellence, and reflective practice.

Working across multiple outpatient sites, the ACNM ensures the smooth coordination of First Specialist Assessments (FSAs), Follow-Up (FU) appointments, aligning clinical activity with government health targets and equity objectives. This includes optimising patient flow, ensuring appropriate staffing, and supporting clinical teams to manage increasing service demands safely and efficiently.

The ACNM plays a critical role in quality improvement and change leadership—driving initiatives that enhance patient safety, reduce variation in care, and improve access to services. Through collaboration, clinical expertise, and systems thinking, the ACNM helps embed sustainable improvements in care delivery and operational performance.

In partnership with the Charge Nurse Manager, the ACNM fosters a culture of continuous professional development, clinical accountability, and high performance within the nursing team. The role provides visible, on-the-floor leadership with a strong focus on staff education and mentorship, while overseeing daily operations to ensure a consistent, culturally responsive, and patient-centred experience for all individuals accessing outpatient care.

This role reflects our district's commitment to delivering equitable health outcomes and continuous service improvement, within a dynamic and high-demand ambulatory care environment.

Key Accountabilities

The following accountabilities are in addition to the 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 ACNM 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
1. 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
2. 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 Outpatient 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 ▪ 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

Key accountabilities	Deliverables / Outcomes
3. Financial Resource Management	<ul style="list-style-type: none"> Supports CNM to manage the Outpatient 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.
4. 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.
5. 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 Outpatient department; Ensures rosters comply with agreed roster model and NZNO 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

Key accountabilities	Deliverables / Outcomes
Professional Development	<ul style="list-style-type: none"> ▪ Provides direct patient care as required ▪ 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
Health & Safety	<ul style="list-style-type: none"> ▪ Ensures all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively supports and ensures compliance with Health & Safety policy and procedures; ensuring staff also support and comply ▪ Maintains 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



Capability Profile

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

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

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
- 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

B. Essential Professional Qualifications / Accreditations / Registrations:

- Registered Nurse with current APC and scope appropriate to place of work
- Postgraduate Certificate desired, expected to work towards Postgraduate Diploma and Masters
- Attainment/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