

## Role Description

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|-------------------------------|---------------------------------------------------------------------------|
| <b>Role Position:</b>         | Associate Charge Nurse Manager                                            |
| <b>Hours of work:</b>         | Permanent, Full time – 1.0 FTE (40 hours per week)                        |
| <b>Location(s):</b>           | Te Whare O Matairangi – Wellington Regional Hospital                      |
| <b>Service / Directorate:</b> | Mental Health, Addictions & Intellectual Disability Service (MHAIDS) 3DHB |
| <b>Responsible to:</b>        | Team Leader, Te Whare O Matairangi                                        |

The Vision, Mission Statements and Values of each of the three DHBs are highly congruent.

### Our Mission:

- **Capital & Coast DHB:** *Together, Improve the Health and Independence of the People of the District.*
- **Hutt Valley DHB:** *'Can do' – leading, innovating and acting courageously; Working together with passion, energy and commitment; Trust through openness, honesty respect and integrity; Striving for excellence.*
- **Wairarapa DHB:** *To improve, promote, and protect the health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices.*

### Our Vision

- **Capital & Coast DHB:** *Better Health and Independence for People, Families and Communities.*
- **Hutt Valley DHB:** *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.*
- **Wairarapa DHB:** *"Well Wairarapa - Better health for all"*

### Our Values:

- **Capital & Coast DHB:** *Innovation, Action, A focus on People and Patients, Living the Treaty, Professionalism through Leadership, Honesty, Integrity and Collaboration, Excellence through Effectiveness and Efficiency.*
- **Hutt Valley DHB:** *'Can do' – leading, innovating and acting courageously; Working together with passion, energy and commitment; Trust through openness, honesty respect and integrity; Striving for excellence.*
- **Wairarapa DHB:** *Respect – whakamana tangata; integrity – mana tu; self-determination – rangatiratanga; co-operation – whakawhanaungatanga; and excellence – taumatatanga.*

## Context

### **Capital and Coast DHB**

The Capital and Coast District Health Board (CCDHB) covers a region extending from Wellington to Otaki. It comprises delivery arms in primary, secondary and tertiary health. Hospital and Health Services (HHS) is primarily responsible for the hospital and health services delivered via a new Wellington Regional Hospital; a secondary and community facility at Kenepuru; a Forensic, Rehabilitation and Intellectual Disability Hospital at Ratonga Rua-o- Porirua; and Kapiti Community Hospital.

### **Hutt Valley DHB**

The Hutt Valley District Health Board (DHB) is a hospital and health provider in the Hutt Valley, located 20 minutes from Wellington. Hutt Valley DHB provides secondary and tertiary, medical and surgical hospital services along-side community based health care. The main facility is Hutt Hospital in Lower Hutt, which has 260 beds. Hutt Valley DHB funds local health providers and works collaboratively with the community to create and support multiple health education initiatives and projects within the region.

### **Wairarapa DHB**

Wairarapa District Health Board (DHB) is located 1.5 hours north of Wellington and Hutt Valley. It covers a large mainly rural geographic area from Cape Palliser on the south coast, to Mount Bruce in the north. Secondary hospital services are provided from the new 90 bed Wairarapa Hospital in Masterton, serving a population of around 40,000. Wairarapa DHB has a unique relationship with primary and community services to meet the needs of their population.

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### **Service Perspective**

The hospital and health services of the DHBs provide a range of services, one such group of services includes Mental Health, Addictions and Intellectual Disability (MHAID) Service. The Service has over 1400 employees and annual revenue of \$135m.

MHAIDS spans three DHBs - Wairarapa, Hutt Valley and Capital and Coast DHB's and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the 3DHB sub-region – greater Wellington, Hutt Valley and Wairarapa. Te Korowai Whariki services include regional forensic and rehabilitation services covering the Central region while the intellectual disability services extend the length and breadth of the country from six bases located in Whangarei, Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

The core business of the Service is the provision of quality specialist services, integrated with primary and secondary providers in the communities we serve.

The Service is committed to the underlying principles of:

- The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga.
- Te Tahuhu and the Mental Health Blueprint for Mental Health Services in New Zealand to guide and direct service design, delivery, development, and review.
- Intellectual Disability High and Complex Framework
- Te Tiriti o Waitangi as the founding document of Aoteroa/New Zealand.

The Service has access to business support services including Human Resources and Finance. In addition, management and delivery of clinical services across the Service is underpinned by



consultation, advice, and support from a range of cultural, consumer, and family advisors, and business, quality and organisational development personnel.

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### Team Perspective

Te Whare O Matairangi is the 29 bed acute inpatient unit for people aged over 18 years covering Wellington, Porirua and Kapiti Coast.

The unit has 3 areas:

- Te Taha Tauria is TWOM's 18 bed secure, locked area.
- Whakatau Wairua is a low-stimulus, de-escalation area located within Te Taha Tauria.
- Te Taha Manaaki is TWOM's 12 bed area which is unlocked during the day.

Te Whare O Matairangi provides provides acute and intensive inpatient services for people experiencing severe mental distress, too unwell to be cared for at home and who require intensive care, treatment and support. The focus for treatment at the unit is on recovery and returning people to their home, usually within 2-3 weeks, with community support if required. We aim to provide the best possible clinical care in a respectful, supportive, safe and caring environment.

TWOM has a team of highly skilled psychiatrists, nurses and allied health staff providing assessment, diagnosis and treatment for adults with serious mental illness and severe psychological disorders. They work in collaboration with the service user, their whanau and the community clinical teams to promote recovery.

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### Purpose of the Role

To support the implementation of organisational initiatives and day-to-day management of all nursing areas (people, process, and physical resources), and to ensure a safe patient journey within the area of responsibility.

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### Role Perspective

All nurses employed by CCDHB will have Registration with the New Zealand Nursing Council and maintain a current annual practising certificate as a Registered Nurse. Application onto the CCDHB Professional Development and Recognition Programme (PDRP) at expert (if applicable) or senior level is required.

Quality improvement is an important priority. The Associate Charge Nurse Manager (ACNM) will provide clinical leadership on the floor to bring about practice improvements. The ACNM also has a shared responsibility with the Charge Nurse Managers for team and professional development ensuring ever higher levels of safe and competent practice.

Historically the CNM role has been supported by a Clinical Nurse Coordinator role who has worked weekday morning shifts focused on day to day/shift patient flow and staffing. The ACNM is a broader management support role extending the presence of clinical leadership within the assigned area into the evening and weekend shifts. ACNMs support Charge Nurse Managers in leading larger multi-specialty wards and multi-disciplinary teams (MDT). This requires an organisational focus and understanding, alongside service and specialty knowledge and expert nursing knowledge.

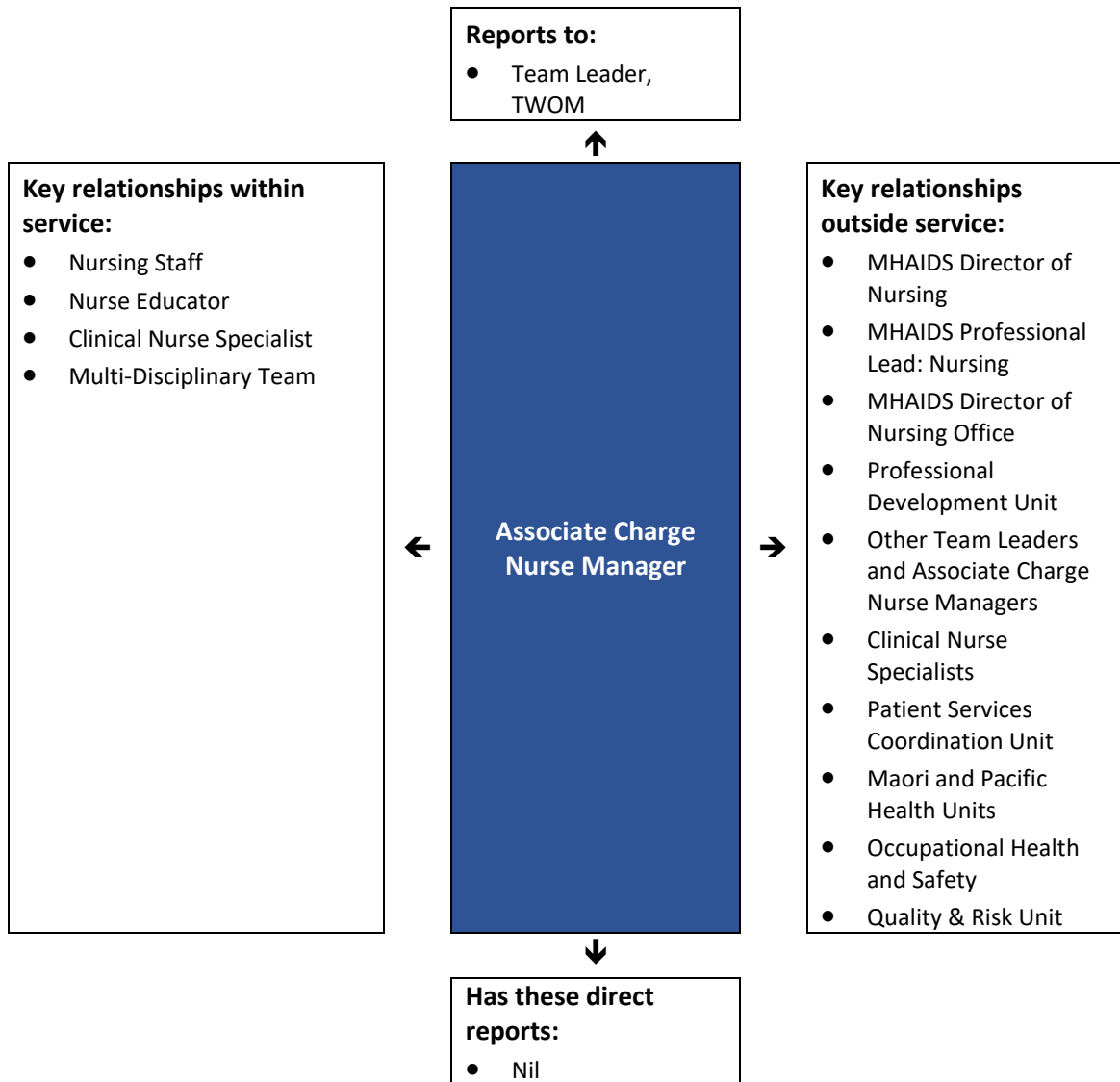
Supporting change implementation is an important aspect of this role. The environment is one of continuing change. The ACNM role needs to be an advocate for the organisation's strategic direction and change programme as well as being at the forefront of implementing change.

## Key Accountabilities

| Key Accountability      | Deliverables / Outcomes                                                                                                                                                                                                                                                                                                                                                                            | Key Performance Indicators / Measures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Leadership</b>       | <ul style="list-style-type: none"> <li>Delegated responsibility for aspects of the Team Leader role (e.g. Performance Management, rostering, clinical governance)</li> <li>Clinical coordination</li> <li>Provides clinical leadership for staff and assists with coaching and supervision</li> <li>Organisational advocacy</li> <li>Recognition of financial and resources constraints</li> </ul> | <ul style="list-style-type: none"> <li>Nursing Sensitive indicators</li> <li>Patient Satisfaction</li> <li>Complaint Rates</li> <li>Rostering Compliance and requirements met</li> <li>Staff feedback</li> <li>HR processes and Annual Performance reviews completed for all staff (as delegated)</li> <li>All new nursing staff have appropriate preceptors and orientation</li> <li>All nursing staff know who is responsible for Directing and Delegating care within teams</li> <li>Evidence of supporting the implementation of organisational initiatives, Team Nursing and utilisation of Mental Health Support Workers</li> <li>Careful use of resources</li> </ul> |
| <b>Quality and Risk</b> | <ul style="list-style-type: none"> <li>Delegated responsibility for monitoring, reporting and ensuring quality and standards of practice to support a safe patient journey and workplace</li> </ul>                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>Audit schedule - activities are monitored, reported and a plan developed and initiated to address identified issues</li> <li>Nursing Sensitive Indicators</li> <li>Risk Register</li> <li>Health and Safety Compliance</li> <li>Reportable Events response and completion of process</li> <li>Speciality standard compliance</li> <li>Accreditation compliance</li> <li>Certification compliance</li> </ul>                                                                                                                                                                                                                          |
| <b>Workforce</b>        | <ul style="list-style-type: none"> <li>Appropriate utilisation of resources</li> <li>Staff will be engaged in appropriate</li> </ul>                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Evidence of support for the PDRP or MHSW merit steps</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| <b>Key Accountability</b>               | <b>Deliverables / Outcomes</b>                                                                                                                                                            | <b>Key Performance Indicators / Measures</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                         | education                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>• Appropriate skill mix (progress towards targets 50 or 60% Proficient/Expert RNs) for delegated staff group</li> <li>• Working within NHPPD daily</li> <li>• Day to day contingency planning</li> <li>• Nursing staff within delegated group have portfolio evidence of ongoing Nursing Council competence requirements.</li> <li>• Nursing staff within delegated group meet organisational core competency</li> </ul>                                                                                     |
| <b>Professional Development</b>         | <ul style="list-style-type: none"> <li>• Maintains personal annual practising certificate and meets PDRP requirements</li> <li>• Studies at an advanced or postgraduate level.</li> </ul> | <ul style="list-style-type: none"> <li>• Portfolio evidence of ongoing Nursing Council competence requirements</li> <li>• Evidence of study outcomes on role development and practice /service developments.</li> </ul>                                                                                                                                                                                                                                                                                                                             |
| <b>Occupational Health &amp; Safety</b> | <ul style="list-style-type: none"> <li>• Complies with responsibilities under the Health &amp; Safety at Work Act 2015</li> </ul>                                                         | <ul style="list-style-type: none"> <li>• Has read and understood the CCDHB Health &amp; Safety policy and procedures.</li> <li>• Actively supports and complies with Health &amp; Safety policy and procedures.</li> <li>• 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.</li> </ul> |

## Key Relationships & Authorities



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## Capability Profile

### Competencies

The role holder must be able to demonstrate achievement of the competencies of a registered nurse as per the requirements of the Nursing Council New Zealand as per the Health Practitioners Competence Assurance Act (2003).

See [www.nursingcouncil.org.nz](http://www.nursingcouncil.org.nz) and [www.hpca.govt.nz](http://www.hpca.govt.nz).

In addition to the above, solid performance in the role requires demonstration of the following CCDHB competencies. These competencies provide a framework for selection and development.

| Competency                 | Behaviours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Problem Solving</b>     | <ul style="list-style-type: none"><li>• Uses rigorous logic and methods to solve difficult problems with effective solutions</li><li>• Probes all fruitful sources for answers</li><li>• Can see hidden problems</li><li>• Is excellent at honest analysis</li><li>• Looks beyond the obvious and doesn't stop at first answers</li></ul>                                                                                                                                                                                                                 |
| <b>Directing Others</b>    | <ul style="list-style-type: none"><li>• Is good at establishing clear directions</li><li>• Sets stretching objectives</li><li>• Distributes the workload appropriately</li><li>• Lays out work in a well-planned and organised manner</li><li>• Maintains two-way dialogue with others on work and results</li><li>• Brings out the best in people</li><li>• Is a clear communicator</li></ul>                                                                                                                                                            |
| <b>Motivating Others</b>   | <ul style="list-style-type: none"><li>• Creates a climate in which people want to do their best</li><li>• Can motivate many kinds of direct reports and team or project members</li><li>• Can assess each person's key drivers/values and use these to get the best out of him/her</li><li>• Pushes tasks and decisions down</li><li>• Empowers others</li><li>• Invites input from each person and shares ownership and visibility</li><li>• Makes each individual feel his/her work is important</li><li>• Is someone people like working for</li></ul> |
| <b>Interpersonal Savvy</b> | <ul style="list-style-type: none"><li>• Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li><li>• Builds appropriate rapport</li><li>• Builds constructive and effective relationships</li><li>• Uses diplomacy and tact</li><li>• Can diffuse even high-tension situations comfortably</li></ul>                                                                                                                                                                                                       |
| <b>Customer Focus</b>      | <ul style="list-style-type: none"><li>• Is dedicated to meeting the expectations and requirements of internal and external customers</li><li>• Gets first-hand customer information and uses it for improvements in products and services</li><li>• Acts with customers in mind</li><li>• Establishes and maintains effective relationships with customers and gains</li></ul>                                                                                                                                                                            |

| Competency                      | Behaviours                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                 | their trust and respect                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Building Effective Teams</b> | <ul style="list-style-type: none"> <li>• Blends people into teams when needed</li> <li>• Creates strong morale and spirit in her/his team</li> <li>• Shares wins and successes</li> <li>• Fosters open dialogue</li> <li>• Lets people finish and be responsible for their work</li> <li>• Defines success in terms of the whole team</li> <li>• Creates a feeling of belonging in the team</li> </ul> |

## Essential Experience and Capability

### a. Knowledge and Experience:

- Sound nursing experience and knowledge

### b. Essential Professional Qualifications / Accreditations / Registrations:

- Registration with the Nursing Council of New Zealand as an RN
- Current practising certificate
- Relevant post-graduate qualification or working towards this

### c. Valuing the work

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

- High quality care for the patient/client/whanau
- Ensuring that they follow through on their work
- Advocating for professional and organisational initiatives
- Clinical coordination
- Supporting the 'team' to achieve

Capital and Coast District Health Board (CCDHB) 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.

CCDHB 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.

***Ma tini, ma mano, ka rapa te whai***  
*By joining together we will succeed*

