

Position Description

Position	Clinical Nurse Specialist – Medical
Team / Service	General Medicine
Group / Directorate	Hospital Operations
District	Capital, Coast and Hutt Valley
Responsible to	Operations 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 Regional Hospital. From time to time as part of Variance Response this role 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 and 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 and 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:

- 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 and 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 Hospital Operations Group is one of six within CCHV district provider services. Specialties within the Group are at secondary and tertiary level with service provision for the district, the Central Region and wider Regions. Surgical operating provision is largely across three hospitals (Wellington, Hutt, and Kenepuru) and a district outsourcing plan with private providers. Outpatient clinics are held at Wellington, Hutt Valley, Kenepuru, Paraparaumu, contracted at private provider sites, Marae and through hub and spoke arrangements at other regional hospitals.

Service Perspective

General Medicine is the largest inpatient service and provides assessment, diagnosis, and treatment of patients who present acutely. This patient group is increasing in number and complexity in tandem with the ageing population and the increase in consumer expectations with regard to healthcare. The average age of the inpatient population is greater than 75 years.

Services provided include:

- Acute medical care and assessment
- Infectious diseases: general and HIV medicine
- Diabetes and endocrine, dermatology, rheumatology, neurology and oncology (acute presenting)
- Respiratory (inpatients)
- Elderly services (older adult rehabilitation and allied health services)
- Alcohol and drug detoxification
- Consultation to surgical, orthopaedic and ICU patients
- Medical presentations (are the most common group of patients) in the Emergency Department (ED).

Purpose of the Role

The Clinical Nurse Specialist (CNS) - Medical provides specialist nursing advice, care and expertise, both in delivering direct patient care and in supporting other staff caring for patients with medical conditions. The role has two key areas of focus that strengthen a nurse-led case management model for General Medicine patients. The first focuses is patient cohorts with heart failure, pneumonia, Chronic Obstructive Pulmonary Disease (COPD), dementia, delirium, and sepsis. These patients have frequent hospital admissions, and the CNS role will have an emphasis on improving equity, self-management and health literacy, therefore reducing avoidable readmissions. The second focuses is on providing early, proactive case management for patients with highly complex clinical conditions and challenging discharge planning needs.

The CNS practices with increased autonomy, by working at an advanced level within the RN scope of practice (Te Kaunihera Tapuhi o Aotearoa Nursing Council of New Zealand /NCNZ 2025). The focus is on assisting, directing and supporting patient care and whānau within the inpatient areas. The CNS role supports excellence in practice through modelling expert clinical skills, promoting best practice, facilitating interdisciplinary collaboration and providing education. The CNS has an active role in the development and achievement of the strategic direction for the inpatient medical areas.

The CNS leads development and implementation of speciality specific pathways, protocols and guidelines, in accordance with relevant national and international standards and guidance. This includes evaluating standards of care, in line with research, policy and evidenced-based practice across a range of settings.

The service expects the CNS to work towards becoming a designated prescriber in primary health and speciality teams with NCNZ authorisation. The General Medicine Service and the patient population benefit from CNS prescribing. The agreed timeframe to become a RN Prescriber will be discussed with existing CNS or when newly appointed and will inform their letter of offer.

The CNS – Medical uses advanced nursing knowledge and skills to:

- Contribute to shorter lengths of stay and improved patient experience by working at an advanced level within the Registered Nurse scope of practice (NCNZ, 2025), enhancing the effectiveness and coordination of care for patients with acute and chronic medical conditions.
- Strengthen a nurse-led case management model for General Medicine patients through two distinct streams:
 - High-risk and frequently admitted patient cohorts, including heart failure, pneumonia, COPD, dementia, delirium, and sepsis, with a focus on improving self-management, health literacy, continuity of care, and reducing avoidable readmissions.
 - Early case management for highly complex patients, providing proactive coordination for those with complex clinical presentations and significant discharge planning needs.
- Establish and maintain nurse-led services across a range of inpatient settings to improve timely access to assessment and clinical management, supporting patient flow, safety, and continuity of care.
- Practise with increased autonomy to ensure patients with acute and chronic medical conditions receive appropriate and timely management at key care intervals. This includes initiating investigations within scope, contributing to daily post-acute ward rounds, identifying discharge barriers early, and supporting Criteria Led Discharge and alternative community-based pathways.
- Contribute to service, district, and national datasets relevant to General Medicine (e.g. length of stay, readmissions, and acuity) to enable monitoring of outcomes, support national directives, and drive continuous quality improvement.
- Review collaboratively caseload focus quarterly, for acuity, presentations, and provide quarterly reporting on patient flow, length of stay, readmissions, clinic activity, and role outcomes to support ongoing role optimisation and alignment with Health New Zealand targets.
- Participate in the planning and delivery of education for district health professionals to support and enhance the care and management of General Medicine patients.
- Note: External requests to present (e.g. tertiary education organisations, conferences, or other external forums) related to the Health New Zealand role require approval and support from service and nursing leadership.

Key Accountabilities

The following accountabilities are in addition to the NCNZ competencies for registered nurses (RN). The CNS is expected to be Senior Expert (CC) and Expert (HV) on the Professional Development and Recognition Programme (PDRP). Competence is the combination of skills, knowledge, attitudes, values and abilities that underpin effective performance as an advanced practice nurse.

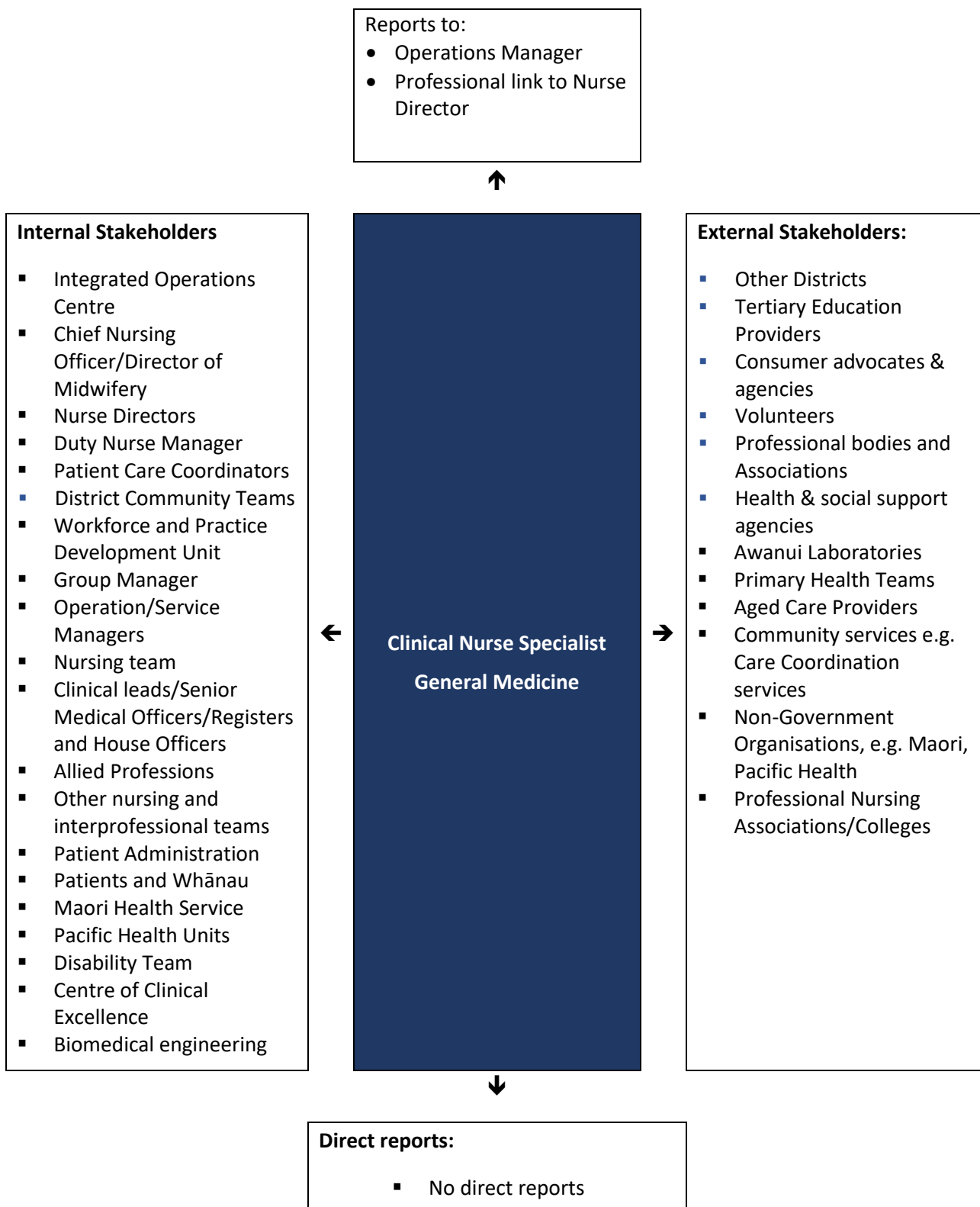
In this Position Description the terms person or patient are used to refer to those who use health services, who in different settings may be referred to as tangata whaiora, health consumer or client.

Key accountabilities	Deliverables / Outcomes
1. Professional Accountabilities	<ul style="list-style-type: none"> ▪ Accepts responsibility for ensuring their nursing practice and conduct meet the standards of the professional, ethical, and relevant legislated requirements ▪ Role models expert and advancing practice and applies the principles of Te Tiriti o Waitangi in nursing practice ▪ 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. ▪ Leads and supports excellence in nursing practice
2. Provide safe and expert patient care	<ul style="list-style-type: none"> ▪ Works directly with patients’ whānau and staff in a variety of clinical settings as an expert resource and role model ▪ Uses expert knowledge and skills to perform comprehensive patient assessment, plan care, manage complex needs and arrange follow-up for patients, including the whānau where appropriate ▪ Clinical knowledge is advanced to meet complex patient needs ▪ Prioritises and responds to direct referrals from health professionals or service users in response to identified criteria/ service standards ▪ Uses assessment findings to foresee likely course of events and recommend/ implement appropriate changes to patient care ▪ Demonstrates sound levels of clinical judgement and ethical decision making in implementing and/or modifying interventions ▪ Utilizes effective problem solving skills with service users to reduce hospitalisation duration and facilitate early safe discharge ▪ Facilitates a collaborative, interdisciplinary approach to clinical management, assisting access to appropriate diagnostic tests, interventions and therapies ▪ Provides effective emotional and informational support to service patient and whānau ▪ Accurately documents patient assessment, interventions, referrals and/or follow-ups ▪ Uses initiative and clinical judgment in the application of relevant policies, procedures and clinical guidelines ▪ Practices autonomously and collaboratively within RN scope of practice, recognises limitations and consults/refers on appropriately.
3. Works collaboratively to	<ul style="list-style-type: none"> ▪ Acts as a nursing resource across clinical settings and disciplines, sharing clinical expertise both formally and informally ▪ Creates opportunities within the clinical setting to share clinical expertise through teaching and coaching of staff

Key accountabilities	Deliverables / Outcomes
<p>ensure safe and effective care delivery</p>	<ul style="list-style-type: none"> ▪ Provides clinical expertise/ guidance in the assessing, planning and management of complex patients ▪ Effectively communicates and coordinates the plan of care with the multidisciplinary team to ensure a seamless transition between services, including primary and secondary care ▪ Evaluates the effectiveness of clinical interventions and collaboratively facilitates modification of regimes accordingly ▪ Facilitates the communication of consistent and realistic information to patients and families ▪ Facilitates opportunities for nursing and medical staff to participate and collaborate in patient care discussion.
<p>4. Provides effective nursing leadership</p>	<ul style="list-style-type: none"> ▪ Role models and applies the principles of Te Tiriti O Waitangi in nursing practice ▪ Champions equity and diversity in the workplace ▪ Visible and accessible to direct care nurses ▪ Leads practice innovation and initiative ▪ Leads and influences practice standard to reflect current nursing knowledge, research and best practice ▪ Coaches and role models expert clinical skills and professional nursing practice (teamwork, behaviour attitudes and conduct) ▪ Incorporates an awareness of broader health policies on provision of care delivery within the district ▪ Provides a nursing perspective in organisation and planning at a service level contributing to strategic direction of Service and Speciality ▪ Responds with constructive strategies to meet new challenges and initiates/ adopts change early ▪ Contributes to shared governance of nursing through engagement in relevant meetings, committees, and working parties and/or similar ▪ Engages with Care Capacity Demand Management (CCDM) ▪ Networks with team members from a wide range of clinical disciplines, to ensure timely and effective clinical management ▪ Fosters and participates in peer education, peer review processes, case review and reflective practice ▪ Actively involved in local and national reviews of guidelines
<p>5. Enhances inter-professional healthcare and provision of quality services</p>	<ul style="list-style-type: none"> ▪ Effectively communicates with all member of the multidisciplinary team on the management of patients to develop and coordinate a plan of care ▪ In collaboration with the services, identifies and proposes quality improvement initiatives using data-driven decision-making and effective change management processes ▪ Collates and maintains patient data for analysis, audit and reporting ▪ Actively seeks and incorporates feedback, to improve quality of care delivered, through presenting and participating in patient review ▪ Evaluates nursing practice against current standards of best practice ▪ Monitors and acts upon nurse sensitive quality indicators ▪ Contributes as a clinical expert in the investigation, critical assessment and management of any adverse/reportable events

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> ▪ Coordinates the development of evidence-based policies, procedures, documentation tools and information resources to enhance patient outcomes ▪ Actively involved in long term on-going case and peer reviews ▪ Attends appropriate educational meetings including clinical reviews ▪ Participates in required mandatory training for clinical staff
<p>6. Advances nursing and practice through research and scholarship</p>	<ul style="list-style-type: none"> ▪ Maintains required clinical competencies and technical expertise and as applicable expanded practice and national credentialing ▪ Reviews research, literature and practice trends to inform practice and ensure currency ▪ Proactive in identifying own professional development needs and negotiating appropriate resources including post graduate courses ▪ Identifies researchable practice issues and engages support in undertaking research, audit and/or internal validation studies ▪ Promotes the specialty and/or service from a nursing perspective through presentation and /or publication ▪ Participates in local/national professional nursing or specialty groups ▪ Uses professional nursing/specialty organisation membership to benefit the practice environment/ nursing service ▪ Maintains professional development to support role competencies and credentialing when required for procedures e.g. expanded practice, colposcopy etc.
<p>7. Proactively manages Risk and Health & Safety</p>	<ul style="list-style-type: none"> ▪ Ensure practice meets health and safety at work legislation and compliance with Health and Safety policy and procedures ▪ Actively supporting all health and safety initiatives and contributes to a safety culture for patients whānau and staff ▪ Maintain a proactive culture of Health and Safety supported by systems ▪ Actively support and ensure compliance with Health and Safety policy and procedures; ensuring staff also support and comply. ▪ Identifies and reports clinical risk factors as they pertain to the clinical areas they work within and manages these proactively ▪ As clinical expert contribute to reviews incidents/events/complaints as required to minimise risk and use findings to improve practice

Key Relationships and Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies that 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 and self-awareness 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 Treaty of 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
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
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
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
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
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

Competency	Behaviours
Quality and 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 Shows commitment to continuous learning and performance development

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills and Experience:

- Clinical expertise and experience aligning with acute General Medicine practice
- Clinical inpatient and community practice knowledge is an advantage
- Excellent communication, interpersonal, facilitation and coaching skills
- Experience in practice development and quality improvement strategies
- Comprehensive understanding the NZ Health System including equity issues, professional leadership and emerging issues for the nursing profession
- Note: for a CNS role intended to incorporate NCNZ authorisation in *RN Prescribing in primary health and specialty teams*, there is requirement for a minimum three years practice in the area they intend to prescribe (At least one year of the total practice must be in NZ or similar context).

B. Essential Professional Qualifications / Accreditations / Registrations:

- Expert level in Professional Development Recognition Programme (PDRP) and committed to maintain Senior level
- Clinical Postgraduate Diploma is the required qualification, however there is support to complete a Clinical Masters qualification. The prerequisite postgraduate clinical courses to undertake a RN prescribing practicum for NCNZ authorisation in RN prescribing in primary health and specialty teams, provide essential clinical knowledge for the CNS role. Note: Service and nursing leadership approval is required to undertake the RN prescribing practicum.

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

- Commitment to Te Tiriti o Waitangi
- Living the District values
- An enthusiasm and passion for ongoing nursing practice development
- A strong patient care focus with strengths in sharing that information
- High quality care for the patient and whānau with a strong equity focus
- Ensuring that they follow through on their work to deliver on identified outcomes.

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