

## Position Description

---

<b>Position</b>	<b>Clinical Midwife Manager</b>
<b>Team / Service</b>	Women's Health Service
<b>Directorate</b>	Women's and Children's
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Midwife Manager
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	Wellington Hospital & Kenepuru Hospital.

## 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:

- 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. Kāpiti 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 is based in the new purpose built children's hospital on the Wellington Regional Hospital campus, it 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 secondary and tertiary level maternity care at Wellington Regional Hospital and secondary maternity level care at Hutt Hospital. There are also primary Birthing Units available for well women to use at Kenepuru Community Hospital in Porirua and the Kāpiti Health Centre.

The provision of maternity services encompass community-based midwifery Lead Maternity Carers (who are not hospital employees), Community Midwifery Team midwives, breastfeeding support, and specialist level obstetric and gynaecology services.

Kenepuru Community Hospital and Kāpiti Health Centre provide secondary and community services based in Porirua and the Kāpiti 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:

- 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

Whānau 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

#### Values

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.

## Women’s and Children’s Health Service Perspective

---

The Women's and Children's Service Group is one of six within Capital, Coast and Hutt Valley district's provider services. Services and specialties within the group range from primary to tertiary level with service provision for the district, the central Region and wider Regions. The Group operates from four sites across the district including Wellington Regional, Hutt and Kenepuru hospitals as well as the Kāpiti Birthing unit and Health Centre.

Our services include:

- Obstetrics and Gynaecology
- Maternity
- Neonatal Intensive and Special Care Units
- Child Health
- Child Development
- Genetics
- Violence Intervention Programme

## Purpose of the role

---

The Clinical Midwife Manager role is a critical leadership and management role that supports the implementation of services and organisational change. In addition to managing shift resources and clinical activity this role assists the Midwife Manager in providing clinical midwifery leadership within Maternity services.

The key functions of this role are:

- Clinical and professional leadership: providing clinical support, expertise, knowledge and leadership within the ward/unit/service to achieve quality patient care, as required
- Leads and co-ordinates the care team (including the activities of medical, midwifery, nursing, allied, and non-clinical support staff) **on shift**
- Effective clinical co-ordination, communication and team work
- Promote quality improvement initiatives, encourage patient safety reporting/response and participates in clinical review
- Provides administrative, and operational management support to the Midwife Manager and may have delegated portfolios or areas of responsibility
- Promotes Turanga Kaupapa in all aspects of midwifery including enabling a culturally safe maternity environment.
- This position works principally within the maternity services at Wellington. However, all employees at Capital, Coast and Hutt Valley District may be required to undertake duties in other areas of the organisation which reasonably fall within the general parameters of this position and the employee's scope of practice.

## Key Accountabilities

---

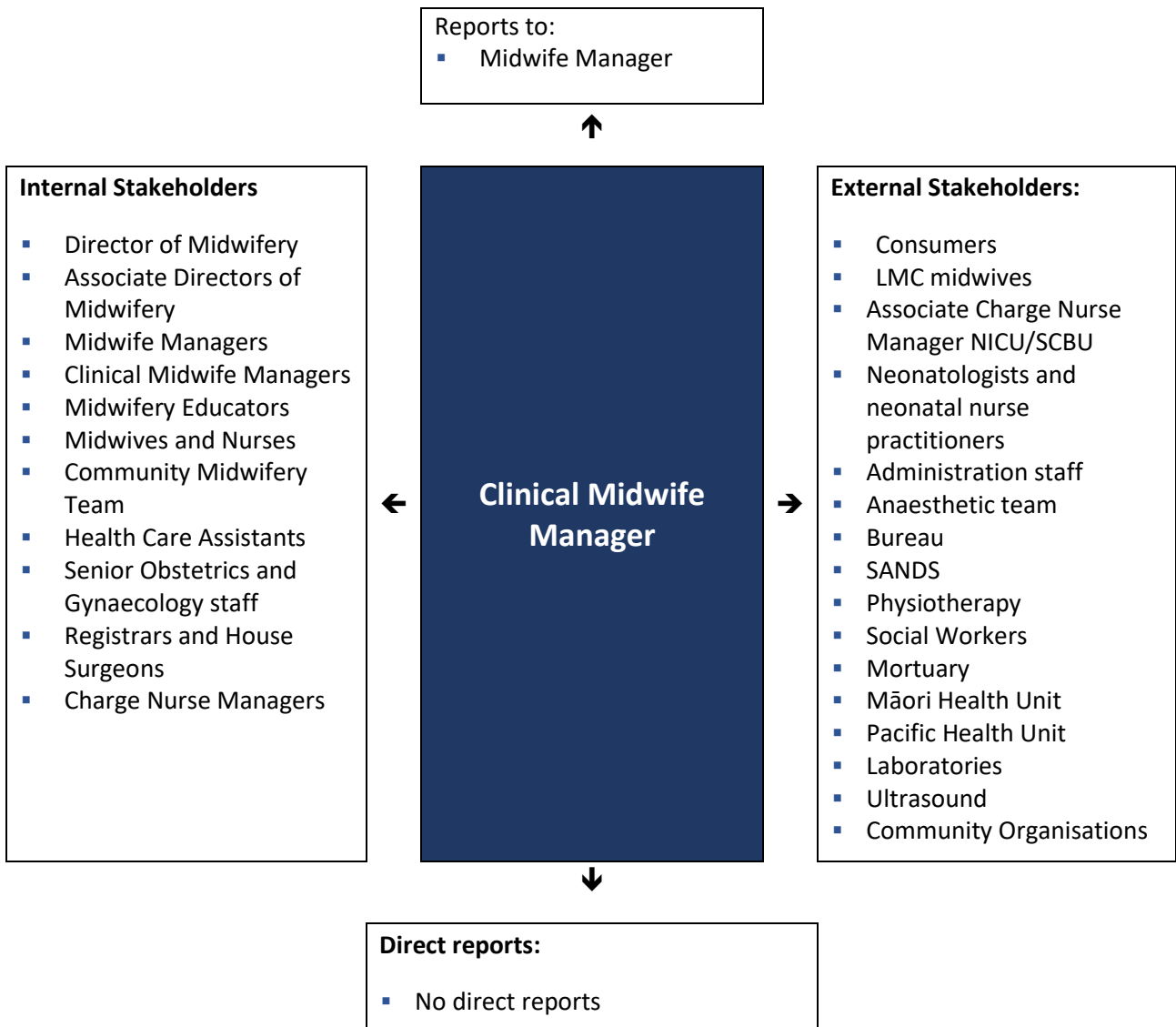
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
<b>1. Leadership</b>	<ul style="list-style-type: none"> <li>▪ Provide clinical management and operational support to the Midwifery Manager to improve outcomes and service delivery.</li> <li>▪ Advocate on behalf of the woman/person and whānau as appropriate and in a culturally safe manner</li> <li>▪ Effectively delegate and assign care, taking into consideration individuals' knowledge and skills</li> <li>▪ Promotes and encourages a high standard of midwifery care and accountability whilst role modelling clinical expertise</li> <li>▪ Supports midwives to use independent judgement and apply ethical principles to resolve care issues</li> <li>▪ Role models midwifery participation within the multidisciplinary team by communicating effectively and working to provide women focused care</li> <li>▪ Actively promotes clinical care that is consistent with established evidence-based practices in policies, procedures and guidelines</li> <li>▪ Maintains responsibility for own development portfolio or clinical improvement project</li> <li>▪ May participate in initiatives to recruit, retain and identify staff for development.</li> </ul>
<b>2. Management</b>	<ul style="list-style-type: none"> <li>▪ Undertake clinical, administrative and operational coordination of the ward/unit/service in the absence of the Midwifery Manager.</li> <li>▪ Participate in daily multidisciplinary handovers</li> <li>▪ Monitor critical changes and initiate appropriate responses.</li> <li>▪ Manage unpredictable/emergency situations efficiently, effectively, appropriately and promptly escalates any issues of concern</li> <li>▪ Actively manages and monitors patient flow</li> <li>▪ Prioritise transfers and discharge planning in collaboration with colleagues to ensure seamless service delivery</li> <li>▪ Manages skill mix in accordance with occupancy demands and service delivery requirements</li> <li>▪ Can marshal resources (people, funding, material, support) to get things done</li> <li>▪ Can orchestrate multiple activities at once to accomplish a goal</li> <li>▪ Uses resources effectively and efficiently</li> <li>▪ Is familiar with applications required for role e.g. MAP/Concerto, TrendCare, MEWS, NOC/NEWS, Outlook, BEIMS, SQUARE.</li> <li>▪ Identifies care which impacts midwifery care standards, clinical trends, outcomes and /or key performance indicators</li> <li>▪ Aware of budget constraints and exercises financial responsibility when replacing staff shortfall</li> <li>▪ Maintains oversight of the Trend Care allocate staff screen, ensuring all staff are correctly displayed and that all women/people are categorised, predicted and actualised on every shift</li> <li>▪ Participate in case review, peer review and debriefing activities as required</li> <li>▪ Communicates clearly in written and verbal forms, responding with respect, empathy, tact and diplomacy</li> <li>▪ Support the Midwifery Manager in staff recruitment and selection process</li> </ul>

Key accountabilities	Deliverables / Outcomes
<b>3. Professional development</b>	<ul style="list-style-type: none"> <li>▪ Participates in relevant service and professional development programmes</li> <li>▪ Establishes annual goals and professional objectives</li> <li>▪ Professional portfolio and annual practicing certificate are maintained</li> <li>▪ Attends advanced / postgraduate educational opportunities / conferences / forums relevant to the leadership role</li> </ul>
<b>4. Stakeholder engagement</b>	<ul style="list-style-type: none"> <li>▪ Foster an environment that promotes professional relationships with the MDT, develops staff potential and provide professional development</li> <li>▪ Facilitate effective and timely information flow (internally and externally) and communication with women/people, visitors, staff, the wider health care team and support services</li> <li>▪ Participates in team and organisational meetings to support operations of the service and professional goals</li> </ul>
<b>5. Continuous improvement and innovation</b>	<ul style="list-style-type: none"> <li>▪ Work in partnership with the Midwifery Manager to implement best practice initiatives, monitor audits, standards compliance and safe clinical practice</li> <li>▪ Assist in the completion of staff annual performance appraisals</li> <li>▪ Assist with the investigation and corrective action plans for incidents and complaints</li> <li>▪ Contribute to the organisations Quality &amp; Safety and Work Health &amp; Safety Systems, processes and records</li> <li>▪ Ensure that staff understand and adhere to organisational and professional standards and mandatory training – including but not limited to Health &amp; Safety, Infection Control, Medication Safety, Risk Management and Emergency Procedures.</li> </ul>
<b>6. Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> <li>▪ Cultural competence is grown across the team, supporting inclusion and partnership</li> </ul>
<b>7. Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>▪ Ensure all Health &amp; Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature</li> <li>▪ Actively support and ensure compliance with Health &amp; Safety policy and procedures; ensuring staff also support and comply.</li> <li>▪ Maintain a proactive culture of Health &amp; Safety supported by systems</li> <li>▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities.</li> </ul>

## 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
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>▪ Builds constructive and effective relationships</li> <li>▪ Reads situations quickly</li> <li>▪ Good at focused listening</li> <li>▪ Effectively communicates in situations that require tact and diplomacy</li> <li>▪ Has excellent communication skills, and an ability to be directive in emergent situations</li> <li>▪ Can inspire and motivate by creating a climate in which people want to do their best</li> <li>▪ Is flexible, tolerant and responsive to situations, particularly focusing on effective resolution and de-escalation techniques when dealing with conflict</li> </ul>
<b>Organising</b>	<ul style="list-style-type: none"> <li>▪ Can marshal resources (people, funding, material, support) to get things done</li> <li>▪ Distributes the workload fairly and in a well-planned and organised manner</li> <li>▪ Identifies priorities and manages their time and the time of others on what is important</li> <li>▪ Can orchestrate multiple activities at once to get things done</li> <li>▪ Able to identify growth potential of others</li> <li>▪ Uses resources effectively and efficiently</li> <li>▪ Creates strong morale and spirit within the team</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>▪ Establishes clear direction and effectively communicates this</li> <li>▪ Eliminates roadblocks to achieving desired outcomes</li> <li>▪ Defines success in terms of the whole team</li> <li>▪ Recognises wider implications of their actions and decisions</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>▪ Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement</li> <li>▪ Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</li> <li>▪ Sought out by others for advice and solutions</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>▪ Can identify and interpret policies and guidelines appropriate to manage care</li> <li>▪ Solutions and judgement are supported by honest and reasoned analysis</li> <li>▪ Can see hidden problems, implications and potential risks and is able to identify and critically evaluate solutions</li> <li>▪ Is excellent at honest analysis</li> <li>▪ Is cool under pressure, and can handle stress</li> <li>▪ Is a settling influence in a crisis</li> <li>▪ Does not become defensive or irritated when times are tough</li> <li>▪ Can be counted on to hold things together during tough times</li> <li>▪ Is not knocked off balance by the unexpected</li> <li>▪ Doesn't show frustration when resisted or blocked</li> </ul>
<b>Quality &amp; Innovation</b>	<ul style="list-style-type: none"> <li>▪ Looks for ways to improve work processes - suggests new ideas and approaches</li> <li>▪ Explores ideas and suggestions for improvement made by others</li> <li>▪ Shows commitment to continuous learning and performance development</li> </ul>

Competency	Behaviours
<b>Negotiating</b>	<ul style="list-style-type: none"> <li>▪ Can negotiate skilfully in tough situations</li> <li>▪ Can win concessions without damaging relationships</li> <li>▪ Can be both direct and forceful as well as diplomatic</li> <li>▪ Has a good sense of timing</li> <li>▪ Is able to identify and proactively de-escalate tensions between people, and escalate action to maintain a safe environment</li> <li>▪ Maintains two-way dialogue with others on work and results</li> <li>▪ Can find common ground and get cooperation with minimum noise</li> <li>▪ Can provide a calming influence in stressful situations</li> </ul>

## Experience and Capability

---

Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Comprehensive understanding of the New Zealand midwifery model of care
- Experience and skill in building and managing effective relationships and networks, with a particular talent for collaboration and building trusting and respectful partnerships
- Practised as a senior registered midwife and achieved leadership level of the QLP domain.

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

- Registration with the Midwifery Council of New Zealand and a current annual practising certificate is essential.
- A minimum of five years' experience across the scope in the provision of primary and complex midwifery care
- Relevant post-graduate qualification or working towards this.

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

- Ability to receive and convey information in a way that is understood by all members of the multidisciplinary team
- Ability to work in an efficient and organised way
- Strives for excellence and care provision that focuses on the needs of women/people, their babies and whānau
- Improving the health outcomes for Māori through the provision of culturally responsive care, in line with Te Tiriti o Waitangi obligations
- Creating an environment where others feel safe and supported, encouraging them to contribute and share their perspectives.

---

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

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.