

## Position Description

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| <b>Position</b>            | Associate Charge Nurse Manager  |
| <b>Team / Service</b>      | Ward 5 North<br><br>Cancer and Renal Inpatient Services   |
| <b>Directorate</b>         | Cancer And Renal  |
| <b>District</b>            | Capital, Coast & Hutt Valley  |
| <b>Responsible to</b>      | Charge Nurse 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>            | This position is expected to work from Wellington Regional Hospital (WRH). From time to time as part of Variance Response you may be required to work in other areas. |

## Te Whatu Ora

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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

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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

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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

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We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

### Hutt Valley

#### Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

#### Mission

Working together for health and wellbeing.

#### Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

### Capital and Coast

#### Vision

Keeping our community healthy and well

#### Mission

Together, Improve the Health and Independence of the People of the District

#### Value

Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

## District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

## Service Perspective

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The Wellington Blood and Cancer Centre incorporates the three specialties of Medical Oncology, Radiation Oncology and clinical Haematology, into an integrated regional and supra-regional

inpatient and outpatient cancer service. Patients reside in the Wellington, Hutt Valley, Wairarapa, Kapiti Coast and Nelson Marlborough regions. Supra-regional services extending beyond these boundaries to cover the Mid-Central region. Outreach consultation services are provided at Masterton and Wairau hospitals. Clinics are also held at Kenepuru Hospital, Hutt Hospital and Nelson and Blenheim. The Centre has an active Clinical Research Unit currently participating in multiple clinical studies.

The renal service provides a full renal service for acute and chronic renal disease to most of the central region of New Zealand. This includes outpatient consultations in patient services, renal transplant services and a thorough pre dialysis service. The service maintains a strong focus and commitment to home based dialysis, both peritoneal and haemodialysis. A satellite centre at Porirua and the in-centre dialysis unit at Wellington Regional Hospital service the increasing growth in assisted dialysis. Planning for a satellite unit in the Hutt Valley is currently underway.

## Unit Perspective

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The Renal and Oncology ward (5 North) is a 40 bed ward that supports the regional renal transplants and renal access procedures and is co-located with an in-centre dialysis unit. The Regional oncology and haematology unit provides inpatient services to patients requiring Medical and Radiation oncology, and Haematological specialty care. The unit performs around 40 bone marrow transplants per annum and has dedicated transplant and apheresis rooms.

## Purpose of the role

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The purpose of the position is to support the implementation of organisational initiatives, assist with the day-to-day management of the unit (people, process and physical resources), to role model clinical excellence, and to ensure a safe patient journey within the area of responsibility.

Quality improvement is an important priority for the Associate Charge Nurse Manager (ACNM). The ACNM will lead and be actively involved in quality improvement initiatives, and provide clinical leadership on the floor to bring about practice improvements. They will also be involved in clinical audit to ensure standards are met and maintained. Supporting change is another important aspect of this role. The environment is one of continuing change and development and the ACNM role needs to be an advocate for the organisations strategic direction and change programmes as well as being at the forefront of implanting change.

The ACNM has shared responsibility with the Charge Nurse Manager for the team's professional development, performance appraisals and performance management to ensure ever higher levels of safe competent practice.

The ACNM role is a broad management support role extending the presence of clinical leadership within the assigned area during the day and evenings, seven days a week. This includes assisting with the management of the unit and multi-disciplinary teams. This requires an organisational focus and understanding, alongside service and specialty knowledge and expert nursing expertise.

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

## Key Accountabilities

The following accountabilities derive from competencies outlined by Nursing Council of New Zealand. Competence is the combination of skills, knowledge, attitudes, values and abilities that underpin effective performance as a nurse. The following 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.

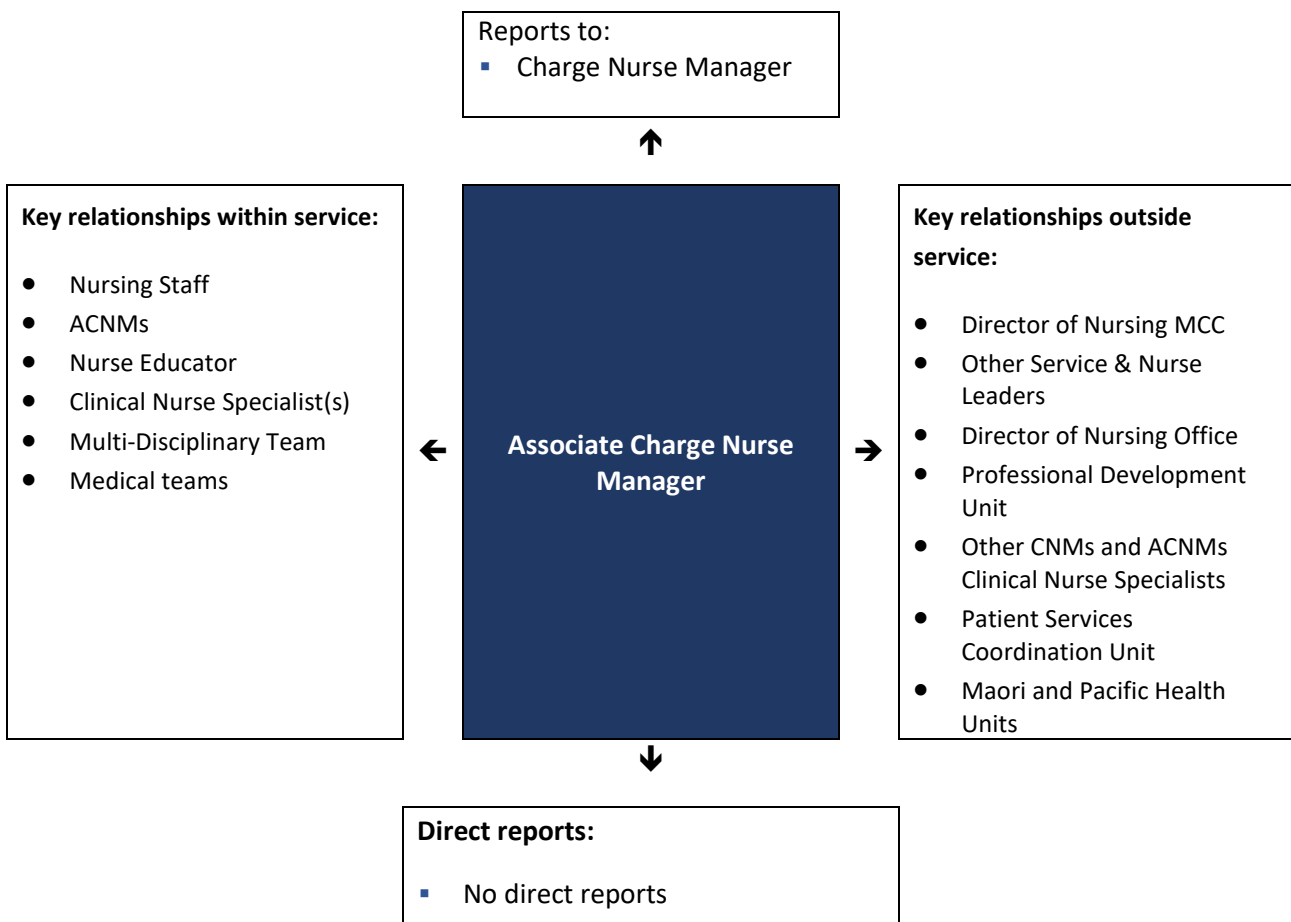
In this Role Description the terms person or patient are used to refer to those who use health services, who in different settings may be referred to as tangata whaiora, health consumer or client.

| <i>Key Accountability</i> | <i>Deliverables / Outcomes<br/>Indicators/Measures</i>   | <i>Key Performance</i>  |
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| <b>1. Leadership</b>      | <ul style="list-style-type: none"> <li>Delegated responsibility for aspects of the Charge Nurse Manager role (e.g performance appraisals, rostering, professional development and recognition programme)</li> <li>Clinical coordination</li> <li>Provides clinical leadership for staff and assists with coaching and supervision</li> <li>Recognition of financial and resource constraints</li> <li>Role models the values of the Capital, Coast and Hutt Valley District</li> <li>Takes accountability for developing and motivating the team</li> <li>Demonstrates organisational and professional advocacy</li> <li>Works across the service as part of the leadership team and incorporates the organisational priorities into practice</li> <li>Clinical leadership for multi-disciplinary team work</li> <li>Supports recruitment and retention of Māori and Pacific nurses to reflect patient population</li> </ul> | <ul style="list-style-type: none"> <li>Patient satisfaction and 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 staff have appropriate orientation, roster and preceptor</li> <li>Addresses issues on the unit or with clinical practice in conjunction with CNM</li> <li>Evidence of supporting the implementation of organisational initiatives</li> <li>Careful use of resources</li> <li>Role models cultural competence and supports Māori and Pacific undergraduates and staff to succeed</li> <li>Articulates equity principles and an equity focused practice commitment</li> <li></li> </ul> |

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| <b>2. 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> <li>Works with relevant quality improvement groups to ensure safe quality care across the service</li> <li>Supports in the implementation of nursing policy, protocols and guidelines relevant to service</li> <li>Supports practice innovation and new technologies/ procedures are implemented, evaluated and maintained e.g. TrendCare, CCDM</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 with the CNM</li> <li>Risk register</li> <li>Health and safety compliance</li> <li>Reportable events response and completion of process</li> <li>Accreditation and certification compliance</li> </ul>   |
| <b>3. Workforce</b>                        | <ul style="list-style-type: none"> <li>Appropriate utilisation of resources</li> <li>Involved in the recruitment, retention and wellbeing of staff</li> <li>Actively promotes and assists nurses develop and progress on PDRP</li> </ul>   | <ul style="list-style-type: none"> <li>Evidence of support for the PDRP and HCA merit steps</li> <li>Involvement in contingency planning</li> <li>Appropriate skill mix and staff progression on PDRP</li> <li>Nursing staff within delegated group meet organisation core competency</li> <li>Nursing staff within delegated group have portfolio evidence of ongoing Nursing Council competence requirements</li> </ul> |
| <b>4. Professional Development</b>         | <ul style="list-style-type: none"> <li>Maintains personal annual practicing certificate and meets PDRP requirements</li> <li>Studies at an advanced or post graduate 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> <li>Personally current on senior PDRP</li> </ul>  |
| <b>5. 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 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</li> </ul>   |

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.

## 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.

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| <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> |
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| <b>Organising</b>                      | <ul style="list-style-type: none"> <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>▪ Arranges information and files in a useful manner</li> </ul>  |
| <b>Decision Quality</b>                | <ul style="list-style-type: none"> <li>▪ Makes good decisions (without considering how much time it takes) 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>▪ 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 the first answer</li> </ul>   |
| <b>Directing and Motivating others</b> | <ul style="list-style-type: none"> <li>▪ Is good at establishing clear directions and distributes workloads appropriately</li> <li>▪ Sets objective and lays out work in in well planned and organised manner</li> <li>▪ Maintains two-way dialogue with others on work and results</li> <li>▪ Communicates clearly, and articulates ideas in a structured way</li> <li>▪ Creates a climate in which people want to do their best and motivates members of the team</li> <li>▪ Can identify each person's key drivers/values and uses these to get the best out of them</li> <li>▪ Empowers others</li> <li>▪ Invites input from staff and shares ownership and visibility</li> <li>▪ Makes each individual feel their work is important</li> </ul> |
| <b>Customer/Patient Focus</b>          | <ul style="list-style-type: none"> <li>▪ Is dedicated to meeting the expectation and requirements of internal and external customers/patients</li> <li>▪ Gets first hand customer/patient information and uses it for improvements in products and services</li> <li>▪ Acts with customers/patients in mind</li> <li>▪ Establishes and maintains effective relationships with customers/patients and gains their trust and respect</li> </ul>   |
| <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 the team</li> <li>▪ Shares wins and successes</li> <li>▪ Fosters open dialogue</li> <li>▪ Creates a feeling of belonging in the team</li> </ul>  |
| <b>Quality &amp; Innovation</b>        | <ul style="list-style-type: none"> <li>▪ Provides quality service to those who rely on one's work</li> <li>▪ Looks for ways to improve work processes - suggests new ideas and approaches</li> <li>▪ Explores and trials ideas and suggestions for improvement made by others</li> <li>▪ Shows commitment to continuous learning and performance development</li> </ul>   |
| <b>Negotiating</b>                     | <ul style="list-style-type: none"> <li>▪ Can negotiate skilfully in tough situations with both internal and external groups;</li> <li>▪ Can settle differences with minimum noise;</li> <li>▪ Can win concessions without damaging relationships;</li> <li>▪ Can be both direct and forceful as well as diplomatic;</li> <li>▪ Gains trust quickly of other parties to the negotiations;</li> </ul>   |

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|  | <ul style="list-style-type: none"><li>▪ Has a good sense of timing</li></ul> |
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## Experience and Capability

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Essential qualifications, skills and experience

### **Knowledge, Skills & Experience:**

- In acute medicine and medical assessment
- Exemplary leadership skills with demonstrable experience of being able to deploy different styles and approaches.
- Strong emotional intelligence that supports the ability to both empower and influence individuals and groups from diverse backgrounds and perspectives.
- Strong interpersonal skills, displaying honesty, integrity and a demonstrated sense of ethics in all decisions and actions
- Ability to challenge the status quo and view things from different perspectives; fostering innovative thinking and continuous improvement.
- Ability to work collegially, positively and constructively with clinical managers and service managers at all levels
- Strong IT skills, i.e. MS Office suite and use of financial systems

### **Essential Professional Qualifications / Accreditations / Registrations:**

- Registration with the Nursing Council of New Zealand as a Registered Nurse
- Current Practising Certificate
- Relevant post graduate qualification or working towards within agreed timeframe
- Current on the PDRP with commitment to obtaining senior level
- Strong knowledge of the NZ Health Sector and related legislation.

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

- Building and developing high performing teams
- Promoting a positive & collaborative team environment
- High standard of quality care for the patient/client and their whanau
- Advocating for professional and organisational initiatives
- Efficient clinical coordination and patient flow

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