

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Associate Charge Nurse Manager (ACNM)- ENT (Ears, Nose & Throat)
Reports to	Service Manager
Location	Level 3 Wellington Hospital
Department	Wellington Operating Theatre

Direct Reports	Nil	Total FTE	0.8 FTE
Date	12-07-2026		
Salary band (indicative)ⁱ	NZNO MECA Grade 2 Step 2		
Children's Worker roleⁱⁱ	YES		

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

The Associate Charge Nurse Manager/Associate Clinical Nurse Manager's (ACNM) position is responsible for assisting with the effective management of Wellington Operating Theatres. The ACNM will do this by working with the Service Manager (SM) to assist with managing and leading the people, systems, processes and resources that facilitate clinically safe, efficient and effective service delivery across Wellington Operating Theatres.

The position is responsible for supporting the effective clinical and operational management of ENT services within Wellington Operating Theatres. Working in partnership with the Service Manager, Clinical Nurse Manager, and multidisciplinary teams, the ACNM assists in coordinating theatre activity, patient flow, workforce deployment, and resource utilisation to ensure safe, efficient, and effective delivery of elective and acute ENT surgical services. The role supports the optimisation of theatre capacity and productivity, promotes adherence to quality and safety standards, and contributes to achieving planned service and performance targets. Through visible clinical leadership, the ACNM fosters a culture of continuous improvement, staff

engagement, and excellence in perioperative care, ensuring patients and whānau receive high-quality, equitable, and patient-centred care throughout their surgical journey.

The ACNM will assist to provide clinical and professional leadership to the team, developing the nursing service, ensuring quality standards are met and contributing to the strategic direction for Wellington Operating Theatres.

The outcomes of the role are to improve the health and well-being of patient and whānau, in an environment that promotes excellence in Wellington Operating Theatres care and education, inspiring staff to reach their full potential.

The ACNM will respond to the District's changing needs, performing other tasks as required. The ACNM is expected to contribute to implementing District initiatives and nursing goals and values, while promoting Te Whatu Ora Capital Coast and Hutt Valley as a centre of excellence for nursing practice.

Key Result Area	Expected Outcomes / Performance Indicators
1. General Accountabilities	• Maintains a strict sense of professional ethics, confidentiality and privacy and abide by the District Code of Conduct • Assists the Service Manager to lead a culture of safe practice and applies District policies and processes • Assists the Service Manager to lead and role model application of Te Tiriti o Waitangi principles • Champions equity and diversity in the workplace • Contributes to improving inequities by working with colleagues to operationalise Te Whatu Ora's commitment to meet the Pae Ora (Healthy Futures) Act 2022 obligations as Te Tiriti o Waitangi partners • Contributes to the achievement of service and District KPIs and goals
2. Leadership	• Articulates a strong nursing vision and provides leadership to achieve strategic goals and objectives • Assists the Service Manager to manage systems, processes, and resources that enable staff to meet the needs of the patient/whānau • Role models and promotes high standards of practice • Supports change implementation • Visible and accessible to all members of the team • Supports and contributes to service and organisational forums and disseminates information to staff • Contributes to Operating Theatre department planning, strategic direction and objectives • Readily shares knowledge and skills, provides guidance and coaching to develop staff and promotes workforce development

	• Supports the Service Manager to manage team dynamics to ensure a cohesive, strong nursing team within the broader interdisciplinary team • Manages conflict situations, working to a constructive resolution; • Represents service in a positive and professional manner to staff, patients and whanau • Contributes to strategic links and partnerships within the District to ensure that services are well integrated • Assists Service Manager to coordinate the development and review of clinical policies and procedures in line with best practice following appropriate District process • Works in partnership with cultural advisors to provide appropriate services as determined by the service users • Promotes a practice environment where nurses can exercise independent judgement and apply ethical principles to resolve patient care issues • Supports the implementation, monitoring and reporting of data collection to assist with managing demand and appropriate allocation of resources
3. Financial Resource Management	• Supports Service Manager to manage the service budget • Promotes sustainability and the minimisation of waste • Identifies and facilitates repair of equipment that needs maintenance or replacement • Contributes to identification of equipment for purchase under capital expenditure • Supports the Service Manager and nursing team to ensure accurate and timely data is available for annual FTE Calculation as per Care Capacity Demand Management (CCDM) Programme requirements.
4. Quality and Risk	• Supports Service Manager to identify, monitor and report risks and implement appropriate risk mitigation as delegated by Service Manager • Participates in the review of complaints, reportable events and serious adverse events and uses findings to improve practice and inform quality improvement initiatives • Champions innovation and evidence based practice within the workplace • Is involved in ensuring audit requirements are met and that results from internal audit are reviewed and necessary improvements made in consultation with the Service Manager • Supports Service Manager to ensure compliance with certification, accreditation and verification requirements as applicable and contributes to corrective action requests • Assists Service Manager with effective continuous quality improvement programme within the service

	Ensures documentation within the unit/ward meets District, legal, contractual and professional requirements
5. Workforce	- Supports Service Manager to recruit, develop and retain the nursing workforce; - Actively champions Professional Development and Recognition Programme (PDRP) and encourages all staff to participate; - Positively leads, supports and implements the Care Capacity Demand Management (CCDM) programme including Variance Response Management VRM for the Operating Theatre department; - Ensures rosters comply with agreed roster model and NZNO Collective Agreement requirements as delegated by Service Manager - Provides staff with timely, accurate and constructive feedback on performance - Raises concerns about conduct/competence issues with Service Manager in timely manner. - Participates in appraisal of staff in collaboration with Service Manager.
Patient care delivery	- Coordinates the team on a shift-to-shift basis to effectively manage staff allocation, patient flow and provision of care - Activates and implements Standard Operating Procedures when required - Role models and promotes high standards of practice - Works in partnership with cultural advisors to provide culturally safe care - Provides direct patient care as required
Professional Development	- Proactive in identifying own professional development needs and negotiating appropriate resources including post graduate courses - Maintains current senior PDRP - Participates in local/national professional nursing or specialty groups - Uses professional nursing/specialty organisation membership to benefit the practice environment/ nursing service
Access and Outcomes	- Supports efforts to improve access to services and achieve better outcomes for the communities we serve. - Uses evidence and insights to identify barriers and opportunities for improvement. - Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	- Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. - Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders.

	Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Access and Outcomes	- Supports efforts to improve access to services and achieve better outcomes for the communities we serve. - Uses evidence and insights to identify barriers and opportunities for improvement. - Contributes to inclusive, responsive, and effective service delivery.
Health & safety	- Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. - Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. - Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	- Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. - Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. - Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.
Culture and People Leadership	- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes. - Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning. - Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed. - Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes. - Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives. - Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

Matters which must be referred to your manager

- Serious adverse events, significant patient safety incidents or clinical risks.
- Workforce issues involving conduct, competence or employment relations matters.

- Significant operational risks affecting service delivery.
- Budget matters outside delegated authority.
- Media enquiries or issues with potential reputational impact.
- Matters requiring executive escalation or legal review.
- Significant complaints or unresolved service concerns.

Relationships

External

- District Community Teams
- Other Districts
- Tertiary Education Providers
- Consumer advocates & agencies
- Volunteers
- NZ Nursing Council
- Professional bodies & Associations
- Health & social support agencies

Internal

- Chief Nursing Officer/Director of Midwifery
- Nurse Directors
- Workforce and Practice Development Unit
- Group Manager
- Operation/Service Managers
- CNM
- Nursing team
- Clinical leads/Senior Medical Officers/Registers and House Officers
- Allied Professions
- Other nursing and interprofessional teams
- Patient Administration
- Patients and Whānau
- People & Culture
- Communications
- Human Resources
- Maori Health Service
- Pacific Health Units
- Disability Team
- Centre of Clinical Excellence
- Care Capacity Demand team
- HTM / Clinical Engineering

About you – to succeed in this role

You will have

Essential:

- Minimum of 3 years' Operating Theatre experience, along with a relevant postgraduate qualification.
- Demonstrated capability in nursing leadership and management
- Clinical experience and expertise ENT Operating Theatre specialty
- Registered Nurse with current APC and scope appropriate to place of work
- Postgraduate Certificate desired, expected to work towards Postgraduate Diploma
- Attainment/maintenance of senior PDRP

Desired:

- Knowledge, Skills & Experience:
- Understands the significance and obligations of Te Tiriti o Waitangi and supports leadership of these within the service
- Comprehensive knowledge and understanding of NZ Health System including equity issues, professional leadership and emerging issues for the nursing profession
- Experience in leading quality improvement initiatives
- Experience in developing, implementing and monitoring policies, audits, protocols and guidelines
- Competent computer skills

- Someone well-suited to the role will place a high value on the following:
- Commitment to Te Tiriti o Waitangi
- Living the Te Whatu Ora values
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Commitment to ongoing learning and development
- Practice informed by research evidence
- Innovation and critical thinking
- Commitment to sustainable practice
- Full driver's license beneficial.

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

Desired:

- Commits to helping all of our people to achieve equitable health outcomes
- Demonstrates critical consciousness and on-going self-reflection in terms of the impact of their own culture on interactions and service delivery
- Supports the dismantling of policies, procedures and practices that cause inequity
- Supports Māori-led responses

- Supports Pacific-led responses
- Supports Disability-focused responses
- Demonstrates understanding and application of the principles of Te Tiriti O Waitangi to nursing practice
- Works towards achieving equitable health outcomes for Māori
- Supports tangata whenua/mana whenua led change to deliver mana motuhake in the design, delivery and monitoring of health care
- Supports Māori oversight and ownership of decision making processes necessary to achieve Māori health equity
- Support the expression of hauora Māori models of care and mātauranga Māori
- Communicates a compelling and inspiring vision or sense of core purpose
- Is optimistic
- Creates a climate in which people thrive and want to do their best;
- Motivates and brings out the best of different and diverse team members
- Empowers others decision-making and development
- Invites and values input from the team
- Makes each individual feel their work is important
- Communicates and collaborates effectively with different members of the team
- Blends people into teams when needed
- Creates strong morale and spirit in their team
- Shares wins and successes
- Fosters open dialogue
- Empowers staff to take responsibility for their work
- Defines success in terms of the whole team
- Creates a feeling of belonging in the team
- Delegates tasks and decisions appropriately
- Communicates effectively to ensure delegated work is understood and progress is reported back
- Empowers staff take accountability and ownership of their work
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ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.