

# 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.*

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|---------------------------------------------|----------------------------------------------|
| <b>Title</b>                                | Associate Charge Nurse Manager               |
| <b>Reports to</b>                           | Charge Nurse Manager                         |
| <b>Location</b>                             | Capital, Coast & Hutt Valley (CCHV) District |
| <b>Department</b>                           | Community Health Service                     |
| <b>Date</b>                                 | 21-07-2026                                   |
| <b>Salary band (indicative)<sup>i</sup></b> | HNZ NZNO Collective Agreement                |
| <b>Children's Worker role<sup>ii</sup></b>  | 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

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The primary purpose of the role is to:

[Assist with the effective management of Community Health Service Wellington team. The Associate Charge Nurse Manager (ACNM) will do this by working with the Charge Nurse Manager (CNM) / 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 Capital Coast region.

This position supports the acute flow and supported discharge of patients discharging from the Hospital Health Services (HSS) into the Capital Coast region within the community setting and supports GP practice community patients. The ACNM position supports the Registered Nurses, Enrolled Nurse and Health Care Assistants ensuring referrals received into the service are appropriate and actioned in a timely manner, monitoring and maintaining clinical workloads, assisting with staff performance reviews, rostering, health and safety management and recruitment. 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 Community Health Service. The ACNM role supports with the day to day management of the Early Supported Discharge (ESD) service.

The outcomes of the role are to improve the health and well-being of patient and whānau, in an environment that promotes excellence in 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <b>General Accountabilities</b> | <ul style="list-style-type: none"> <li>• Maintains a strict sense of professional ethics, confidentiality and privacy and abide by the District Code of Conduct</li> <li>• Assists the CNM to lead a culture of safe practice and applies District policies and processes</li> <li>• Assists the CNM to lead and role model application of Te Tiriti o Waitangi principles</li> <li>• Champions equity and diversity in the workplace</li> <li>• 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</li> <li>• Contributes to the achievement of service and District KPIs and goals</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Leadership</b>               | <ul style="list-style-type: none"> <li>• Articulates a strong nursing vision and provides leadership to achieve strategic goals and objectives</li> <li>• Assists the CNM to manage systems, processes, and resources that enable staff to meet the needs of the patient/whānau</li> <li>• Role models and promotes high standards of practice</li> <li>• Supports change implementation</li> <li>• Visible and accessible to all members of the team</li> <li>• Supports and contributes to service and organisational forums and disseminates information to staff</li> <li>• Contributes to ward /unit planning, strategic direction and objectives</li> <li>• Readily shares knowledge and skills, provides guidance and coaching to develop staff and promotes workforce development</li> <li>• Supports the CNM to manage team dynamics to ensure a cohesive, strong nursing team within the broader interdisciplinary team</li> <li>• Manages conflict situations, working to a constructive resolution;</li> <li>• Represents service in a positive and professional manner to staff, patients and whanau</li> <li>• Contributes to strategic links and partnerships within the District to ensure that services are well integrated</li> <li>• Assists CNM to coordinate the development and review of clinical policies and procedures in line with best practice following appropriate District process</li> <li>• Works in partnership with cultural advisors to provide appropriate services as determined by the service users</li> <li>• Promotes a practice environment where nurses can exercise independent judgement and apply ethical principles to resolve patient care issues</li> </ul> |

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|                                      | <ul style="list-style-type: none"> <li>• Supports the implementation, monitoring and reporting of data collection to assist with managing demand and appropriate allocation of resources</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Financial Resource Management</b> | <ul style="list-style-type: none"> <li>• Supports CNM to manage the ward/unit/service budget</li> <li>• Promotes sustainability and the minimisation of waste</li> <li>• Identifies and facilitates repair of equipment that needs maintenance or replacement</li> <li>• Contributes to identification of equipment for purchase under capital expenditure</li> <li>• Supports the CNM and nursing team to ensure accurate and timely data is available for annual FTE Calculation as per Care Capacity Demand Management (CCDM) Programme requirements.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Quality and Risk</b>              | <ul style="list-style-type: none"> <li>• Supports CNM to identify, monitor and report risks and implement appropriate risk mitigation as delegated by CNM</li> <li>• Participates in the review of complaints, reportable events and serious adverse events and uses findings to improve practice and inform quality improvement initiatives</li> <li>• Champions innovation and evidence based practice within the workplace</li> <li>• Is involved in ensuring audit requirements are met and that results from internal audit are reviewed and necessary improvements made in consultation with the CNM</li> <li>• Supports CNM to ensure compliance with certification, accreditation and verification requirements as applicable and contributes to corrective action requests</li> <li>• Assists CNM with effective continuous quality improvement programme within the service</li> <li>• Ensures documentation within the unit/ward meets District, legal, contractual and professional requirements</li> <li>• Alerts CNM to the need to arrange support and debrief following events that have, or have the potential, to impact on staff</li> <li>• Provides defusing support immediately after events that occur that have the potential to impact on staff.</li> </ul> |
| <b>Workforce</b>                     | <ul style="list-style-type: none"> <li>• Supports CNM to recruit, develop and retain the nursing workforce;</li> <li>• Actively champions Professional Development and Recognition Programme (PDRP) and encourages all staff to participate;</li> <li>• Positively leads, supports and implements the Care Capacity Demand Management (CCDM) programme including Variance Response Management VRM for the unit/ward/team;</li> <li>• Ensures rosters comply with agreed roster model and NZNO Collective Agreement requirements as delegated by CNM</li> <li>• Provides staff with timely, accurate and constructive feedback on performance</li> <li>• Raises concerns about conduct/competence issues with CNM in timely manner.</li> <li>• Participates in appraisal of staff in collaboration with CNM</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Patient care delivery</b>         | <ul style="list-style-type: none"> <li>• Coordinates the team on a shift-to-shift basis to effectively manage staff allocation, patient flow and provision of care</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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|                                 | <ul style="list-style-type: none"> <li>• Activates and implements Standard Operating Procedures when required</li> <li>• Role models and promotes high standards of practice</li> <li>• Works in partnership with cultural advisors to provide culturally safe care</li> <li>• Provides direct patient care as required</li> </ul>                                                                                                            |
| <b>Professional Development</b> | <ul style="list-style-type: none"> <li>• Proactive in identifying own professional development needs and negotiating appropriate resources including post graduate courses</li> <li>• Maintains current senior PDRP</li> <li>• Participates in local/national professional nursing or specialty groups</li> <li>• Uses professional nursing/specialty organisation membership to benefit the practice environment/ nursing service</li> </ul> |

| <b>Key Result Area</b>      | <b>Expected Outcomes / Performance Indicators</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <b>Access and Outcomes</b>  | <ul style="list-style-type: none"> <li>• Supports efforts to improve access to services and achieve better outcomes for the communities we serve.</li> <li>• Uses evidence and insights to identify barriers and opportunities for improvement.</li> <li>• Contributes to inclusive, responsive, and effective service delivery.</li> </ul>                                                                                                                                                                                                                                                                     |
| <b>Te Tiriti o Waitangi</b> | <ul style="list-style-type: none"> <li>• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way.</li> <li>• Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders.</li> <li>• Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.</li> </ul>                                                                                                                                                       |
| <b>Health &amp; safety</b>  | <ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>• 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.</li> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul> |
| <b>Compliance and Risk</b>  | <ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>                                                                                                                                              |

### **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**

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- [Clinical or operational matters that require escalation must be referred to the relevant health professionals, operational and nursing professional lead Nurse Director. ]

### **Relationships**

| <b>External</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Internal</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <ul style="list-style-type: none"> <li>• District Community Teams</li> <li>• Other Districts</li> <li>• Tertiary Education Organisations</li> <li>• Consumer advocates &amp; agencies</li> <li>• Volunteers</li> <li>• NZ Nursing Council</li> <li>• Professional bodies &amp; Associations</li> <li>• Health &amp; social support agencies</li> <li>• General Practitioners and other General Practice staff e.g., NPs, RNs, RN prescribers)</li> <li>• Aged Residential Care Facilities</li> </ul> | <ul style="list-style-type: none"> <li>• District Chief Nurse</li> <li>• Nurse Directors</li> <li>• Workforce and Practice Development Unit</li> <li>• Group Manager</li> <li>• Operation/Service Managers</li> <li>• Nursing team</li> <li>• Clinical leads/Senior Medical Officers/Registers and House Officers</li> <li>• Allied Professions</li> <li>• Other nursing and interprofessional teams</li> <li>• Patient Administration</li> <li>• Patients and Whānau</li> <li>• People &amp; Communications</li> <li>• Human Resources</li> <li>• Maori Health Service</li> <li>• Pacific Health Units</li> <li>• Disability Team</li> <li>• Centre of Clinical Excellence</li> <li>• Care Capacity Demand team</li> <li>• Biomedical engineering</li> </ul> |

### **About you – to succeed in this role**

**You will have**

**Essential:**

- [Registered Nurse with current APC and scope appropriate to place of work
- Minimum three years post registration nursing practice experience.
- Postgraduate Certificate desired, expected to work towards Postgraduate Diploma
- Attainment/maintenance of senior PDRP
- A full New Zealand drivers licence
- Reliable, honest, and professional.
- Patient, caring, and approachable.
- Positive attitude and willingness to learn.
- Adaptable and resilient in changing situations.
- Respectful of confidentiality and professional boundaries.
- Strong interpersonal skills and ability to build rapport with patients, whānau, and colleagues]

**Desired:**

Demonstrate

- Experience in implementing Te Tiriti o Waitangi in action.
- Comprehensive knowledge and understanding of NZ Health System including equity issues, professional leadership and emerging issues for the nursing profession
- Demonstrated capability in nursing leadership and management
- Clinical experience and expertise
- Experience in leading quality improvement initiatives
- Experience in developing, implementing and monitoring policies, audits, protocols and guidelines
- Competent computer skills
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Practice informed by research evidence
- Innovation and critical thinking]

**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:**

Demonstrate

- Person and whanau centred practice that promotes independence, dignity, and equitable health outcomes.
- Deliver an exemplary standard of care through clinical excellence, effective care coordination, and a commitment to quality and safety.
- Demonstrate a commitment to ongoing learning and professional development, maintaining clinical competence and embracing opportunities for growth.
- Apply current research, evidence-based practice, and professional standards to inform clinical decision-making and improve patient outcomes.
- Use innovation, critical thinking, and problem-solving skills to respond effectively to complex and changing patient needs.
- Contribute to service improvement initiatives and support the development of new models of care where appropriate.
- Demonstrate effective time management, prioritisation, and organisational skills in the delivery of community-based health services.
- Build positive relationships with multidisciplinary teams and external agencies to support integrated care and seamless patient journeys.
- Show a commitment to sustainable practice through responsible use of resources and consideration of environmental impacts in healthcare delivery.
- Champion health promotion, prevention, and self-management approaches that empower patients and whānau to achieve their health goals.
- Support a culture of continuous improvement, reflection, and shared learning within the District Nursing service.
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Commitment to ongoing learning and development
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<sup>i</sup> 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.

<sup>ii</sup> 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.