Position Description

Position	Clinical Resource Nurse- Variance Response
Service	Integrated Operations Centre
Group	Hospital Operations
District	Capital, Coast & Hutt Valley District
Responsible to	Nurse Manager- Integrated Operations Centre
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 Hospital and Kenepuru Hospital sites. From time to time as part of Variance Response you 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 & 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.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, 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 tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

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

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
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

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

The Integrated Operation Centre (IOC), provides a comprehensive support service which comprises the Duty Nurse Managers, Resource Nurses, Patient Transfer services including Transit Care, and the Bureau. It utilises capacity and acuity tools such as Trendcare, CaaG, Capplan and supports programs such as Care Capacity Demand Management (CCDM). In normal working hours the service will support the Directorates to meet their targets and plans and after hours will hold the delegated authority of the Directorates to ensure the best possible use of resources both beds and staff, therefore effective running of the hospitals.

Duty Nurse Manager Team

- 24/7 service responsibility for active patient flow co-ordination, reporting trends and volumes in bed management, participating in patient flow initiatives
- Facility management after hours (1530 – 0800 weekdays and 0800 – 0800 weekends and stat days)
- Emergency response after hours
- Deployment of Bureau staff and redeployment of ward/unit staff to minimise risk after hours using clinical decision support tools such as Trend care and other organisational tools
- Provide afterhours delegated leadership from the directorates
- Clinical Resource Nurse- undertakes delegated activities assigned to them from the DNM
- Monitoring/management of inter- and intra-hospital patient transport services

Patient Transfer Services

- Provides a range of staff and services to support patient flow by way of:
- Management of NTA or national patient transport, travel and accommodation services
- Contract monitoring in relation to patient transport, travel and accommodation
- Fully resourced Transit Lounge
- Provision of a Transit Care service

The Bureau

- Recruitment of casual and permanent staff and special task forces to assist with resourcing across all sites
- Booking and deployment of Bureau staff for service areas
- Professional development and mentoring of Bureau staff
- Monitoring and reporting on trends and volumes in Bureau supplied staff

- Monitoring Trendcare variances and responding accordingly

Purpose of the role

To provide clinical leadership, advice and practical support to nursing teams across the hospital in response to care capacity variance and as directed by the Duty Nurse Manager. The Clinical resource nurse role has no delegated management responsibility.

The Clinical Resource Nurse – Variance Response works within the IOC to support safer patient journeys and be a clinical resource support for clinical areas and Duty Nurse Manager. Their responsibilities will include providing clinical expertise, mentoring, resource assistance and response to 777 calls out of hours. The Duty Nurse Manager will retain the responsibility for delegating duties to the Clinical Resource Nurse according to the needs of the clinical areas at the time.

The activities required of this role include but not limited to:

- Transferring high risk monitored patients to procedures/ departments
- Supporting with clinical skills to manage patients with PCA, Epidurals, nerve block management, cannulation, assisting with spinal turns etc.
- Overseeing the nursing care so that it meets the standards of the organisation, regulatory and contractual requirements and accepted standards of practice.
- Organisational needs may require you to work in other areas to perform nursing duties within the Registered Nurse scope of practice.

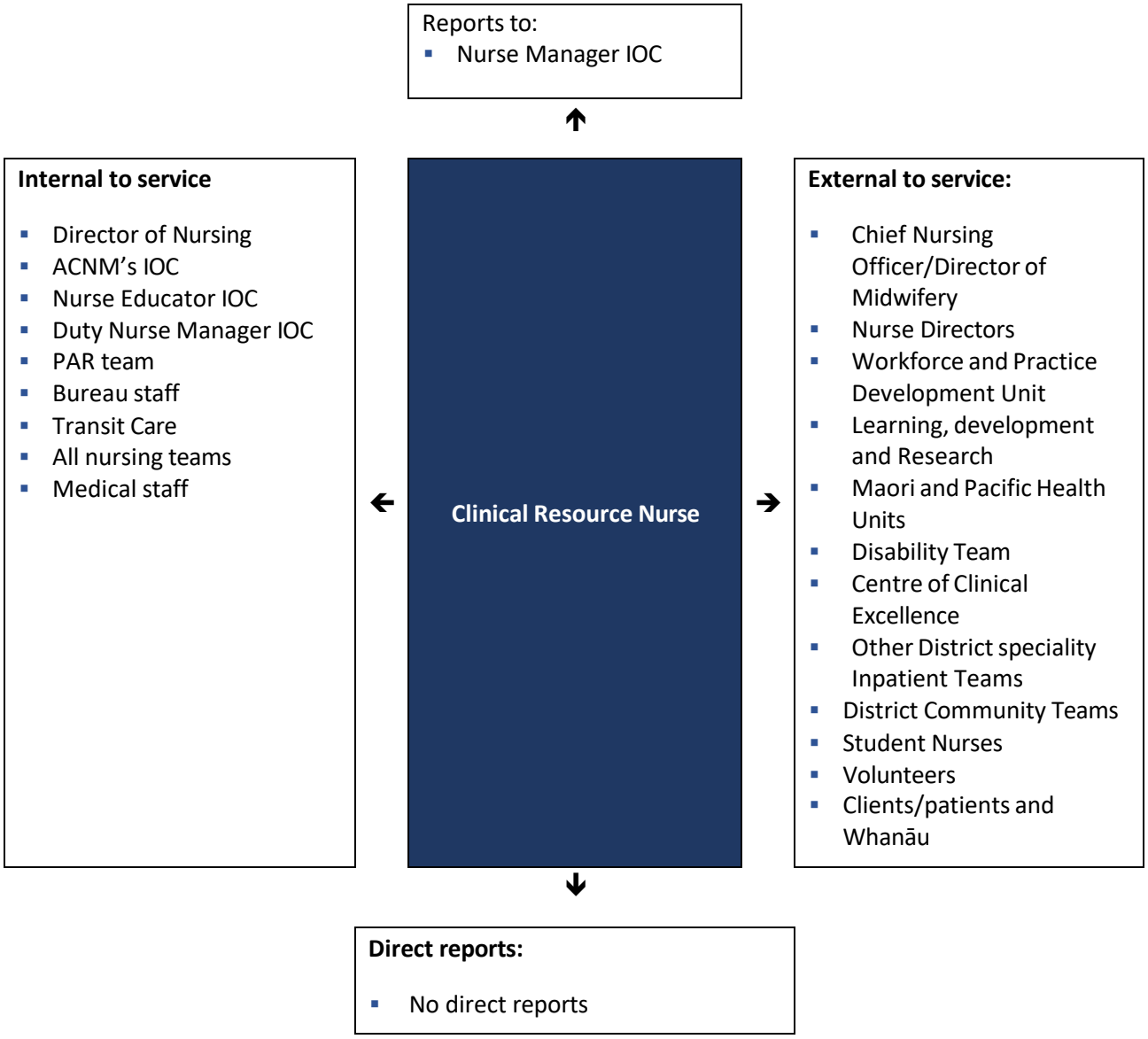
Key Accountabilities

All Registered Nurses (RN) nurses employed by Capital, Coast & Hutt Valley District will have registration with the New Zealand Nursing Council (NCNZ), will fulfil all registered nursing competencies and maintain a current RN annual practising certificate. Application onto the Professional Development and Recognition Programme (PDRP) at Senior Expert pathway is required.

Key Accountability	*Deliverables / Outcomes*	*Key Performance Indicators/Measures*
Leadership	• Contributes to achievement of strategic direction for Integrated Operation Centre Service • Contributes to the high performance of the hospital afterhours by supporting the Duty Nurse Managers and nurses providing direct patient care • Supports the observation of evidence based clinical practice and problem solves as required during the shift • Assists nursing staff with their assessment, clinical decision making, implementation, evaluation and documentation of care. • Liaises with Duty Nurse Manager to support clinical staff to respond to clinical need and identified variance to clinical care requirements on a shift by shift basis • Supports and keeps up to date with Care Capacity Demand Management Programme and supports staff to complete Trendcare data	• Participates in senior nurses and midwifery monthly meeting and provides feedback to the service. If unable to attend reads meeting minutes • Actively involved in IOC group meetings, attending regularly to share organisational values/ vision/ goals/ messages and policy • Evidence of effective relationships with staff within service and across the wider organisation • Solutions to patient care issues through improvements in processes and/or equipment are identified • Demonstrates a thorough understanding of TrendCare and consistently engages with the programme and encourages others to do the same
Clinical Expertise	• Provides expert clinical support and advice to nursing teams across the hospital as directed by Duty Nurse Manager on a shift by shift basis • Collaborates with appropriate personnel on service delivery issues. • Evaluates patient and family responses to care and modifies plan of care where appropriate • Understands the implications of inequity of health care outcomes for venerable populations	• Role models effective direct patient care in assigned area providing support to the nursing team by providing nursing care or completing tasks e.g. cannulation or transit care, or supporting patient assessment, intervention and care planning. • Documents activity accurately • Practice issues from within the clinical environment for education purposes or practice improvement are identified to appropriate Charge Nurse/Midwife Manager • Demonstrates working towards reducing inequity of health care outcomes on person by person basis
Quality and Risk	• Actively participates on the relevant quality improvement initiatives • Participates in reportable event investigations where appropriate. • Identifies practice issues that require improvement and supports practice changes by role modelling best practice • Participates in DHB quality and policy initiatives. • Use planned approach to practice innovation.	• Role models exemplary infection prevention and control standards • Is able to provide evidence of risk identification and action • Demonstrates current best practice • Maintains own competencies and keeps up to date with quality improvement initiatives in areas worked • Nursing practice standards are aligned with new technologies and procedures • Demonstrate knowledge of emergency management plans and procedures

Key Accountability	*Deliverables / Outcomes*	*Key Performance Indicators/Measures*
Professional Development	• Maintains personal annual practising certificate and meets PDRP requirements • Studies at an advanced or postgraduate level. • Maintains own clinical competence • Shares knowledge and research while working alongside clinical staff • Attends educational opportunities to further own education	• Portfolio evidence of ongoing Nursing Council competence requirements. • Evidence of study. • Feedback from clinical staff that demonstrates they receive support and education received during interactions with the Clinical Resource Nurse • Senior Expert on PDRP
Occupational Health & Safety	• Complies with responsibilities under the Health & Safety in Employment Act 1992	• Has read and understood the Health & Safety policy and procedures. • Actively supports and complies with Health & Safety policy and procedures. • Evidence of support and compliance with health and safety policy and procedures including use of protective 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.

Competency	Behaviours
Team work	▪ Collaborates with fellow team members and work groups to achieve service objectives ▪ Seeks out opportunities to support others in achieving goals ▪ Recognises and respects individual differences ▪ Actively contributes to and accepts consensus decisions
Commitment to Kawa Whakaruruhau	▪ Demonstrates understanding and application of the principles of Te Tiriti O Waitangi | Treaty of Waitangi in 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 ▪ Supports the expression of hauora Māori models of care and mātauranga Māori
Equity	▪ 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
Self-Management	▪ Sets high personal standards and strives to achieve goals ▪ Is proactive and displays initiative ▪ Is resilient and able to adapt to change ▪ Understands and acknowledges personal and professional limitations ▪ Ability to work to deadlines to achieve outcomes
Communication/Interpersonal Skills	▪ Demonstrates compassion ▪ Empathises with others and considers their needs and feelings ▪ Actively listens, drawing out information and checking understanding ▪ Communicates information effectively and accurately, both orally and in writing. Adjusts style to the recipients and considers their frame of reference

Competency	Behaviours
Professionalism	▪ Maintain a strict sense of professional ethics, confidentiality and privacy and abide by the District Code of Conduct. ▪ Is aware of professional boundaries ▪ Shows courtesy, respect, caring for people and their whānau in all aspects of nursing practice
Flexibility	▪ Ability to flex within the scope of Registered Nurse practice to meet the changing needs of people and their whānau and the population ▪ Responds positively and collegially, to requests for help from other team members

Experience and Capability

Knowledge and Experience

- Extensive acute clinical experience to enable the nurse to step into any clinical emergency
- Relevant skill achievement:
  - Epidural/PCA/femoral nerve block/cardiac monitoring
  - IV Phlebotomy
  - IV Cannulation
  - Able to do ECG's
  - Care and troubleshooting of Tracheostomies
  - Central venous and PICC line management
  - Chest drain care and management
  - Paediatric experience
  - Good knowledge of Capital, Coast processes

Essential Professional Qualifications / Accreditations / Registrations skills and experience:

- Registration with Nursing Council of New Zealand (NCNZ)
- A current Annual Practicing Certificate (APC) and scope appropriate to place of work
- Proficient on the PDRP pathway
- NZRC Level 6

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

- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Leading profession and service delivery
- Active involvement in decision making
- Working inter-professionally with others
- Working within existing resources
- Practice informed by research evidence
- Innovation
- Thinking critically
- Active involvement in the professional development pathway
- Working effectively with the community
- Positive and can do attitude during difficult and challenging situations.
- Able to adapt to change and be flexible

- Able to think on their feet to make sound leadership decision
- Excellent de-escalation skills
- Ability to react and respond to changing situations
- Leading by example

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