

POSITION DESCRIPTION



This position description is a guide and will vary from time to time, and between services and/or units to meet changing service need

Clinical Nurse Manager Te Nikau Integrated Family Health Centre

December 2020

The West Coast District Health Board is committed to the principles of Te Tiriti o Waitangi|Treaty of Waitangi and the objectives of all New Zealand Health and Disability strategies. This commitment prioritises meaningful engagement with Tangata Whenua at strategic and operational service levels and recognises that all staff have a responsibility to help eliminate disparities in health outcomes between Māori and non-Māori.

Position Title:	Clinical Nurse Manager Integrated Family Health Centre	
Reports daily to:	Operationally: Operations Manager Central Professionally: Nurse Director Operations	
Key Relationships:	<p>Internal:</p> <ul style="list-style-type: none"> • Consumers, family/whānau and carers • All WCDHB staff • Central Region leadership (i.e. Clinical Leaders, Operations Managers, and all nursing leadership) • Director of Nursing • Finance – Management Accountant • Northern & Southern Region leadership (i.e. Operations Managers, CNMs, ACNMs, Team Leaders) • Multidisciplinary team • Māori Health Team • Nurse Director (Operations) • Nurse Director (Workforce) and the Workforce Development Team/Education Cluster • People & Capability • Planning & Funding • Quality Team 	<p>External:</p> <ul style="list-style-type: none"> • Iwi, hapu, whānau and other community stakeholders • Canterbury District Health Board • Non-Governmental Organisations (NGOs) and other providers of health/disability/support services • Nursing Council of New Zealand • Nursing unions (i.e. NZNO, PSA) • Private Care Providers • West Coast Primary Health Organisation (PHO)
Role Purpose:	<p>The Clinical Nurse Manager Integrated Family Health Centre (including Outpatients and Infusions) is a recognised member of the WCDHB nursing leadership team and is responsible for working with Operational Managers, the Nurse Director (Operations), other nursing leadership, and direct reports to enable excellence in rural clinical outcomes in alignment with the WCDHB's vision and values. To achieve this, this role will lead and empower staff to provide high quality, integrated care that is also sustainable.</p> <p>Key functions of the role include providing operational management and/or clinical/professional leadership in order to:</p> <ol style="list-style-type: none"> 1. Manage the following teams: Te Nikau Health Centre Primary Care Practice, Outpatients and Infusions nursing teams. 2. Ensure: a positive working environment; staff performance; that workforce resource is matched to demand; and that safe-staffing is achieved through evidence-based, transparent decision making, and compliance with relevant MECAs. Works closely with the others to ensure service integration and sustainable resource management. 3. Ensure that quality service outcomes align with national and local strategic direction, agreed KPIs and key targets, as well as various contracts/quality standards 4. Ensure evidence-based, culturally competent, timely, and appropriate care is provided in a professional manner to achieve equitable health outcomes 5. Ensure a satisfied and sustainable health workforce; working collaboratively with others to: develop the WCDHB's early workforce pipeline, grow the Māori workforce, develop the existing workforce; and enable effective recruitment, retention, and succession planning 	

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	<p>6. Serve as a change agent; supporting sustainable service changes informed by national and local strategy, and promoting integration to further embed the WCDHB model of care</p> <p>7. Support strategic service and practice development of individuals and teams; developing processes within the service, and supporting others to achieve excellence in rural care</p>
<p>Complexity:</p>	<p>Most challenging duties typically undertaken or most complex problems solved:</p> <ul style="list-style-type: none"> • Effective operational management of the Integrated Family Health Centre nursing teams to implement new ways of working informed by the strategic direction of the WCDHB and national government • Effective performance management of staff that focusses on: development of capability, working to top-of-scope, maximising delivery against key performance indicators, and fostering positive work culture • Skilled, evidence-based negotiation to ensure appropriate allocation of workforce resource within an interprofessional framework; ultimately ensuring timely care from a range of services is provided in a cohesive way across the care continuum • Analysing, interpreting, and reporting relevant data to identify and address opportunities for improvement in the patient journey, with a focus on achieving equity for Māori • Examining relevant data/information/trends to advise others regarding issues related to: resource, progress against quality care standards, and factors that may impact on recruiting and retaining a sustainable health workforce • Collaborating with key relationships to develop, implement, and evaluate integrated models of service delivery • Contributing to service development and quality initiatives to ensure ongoing improvement within the service • Providing advanced nursing care and expertise, both in direct care delivery and in support to other staff in the management of clients within the service

ORGANISATIONAL VISION & VALUES:

Our vision is for an integrated West Coast health system that is clinically sustainable and fiscally viable; a health system that wraps care around a person and helps them to stay well in their community.

All activities of the WCDHB reflect the values of:

- Manaakitanga – caring for others

He mihi

E ngā mana

E ngā reo

E ngā iwi o te motu

Tēnei te mihi ki a koutou katoa

He whakatauki

Ko tau rourou, ko taku rourou, ka ora ai te iwi

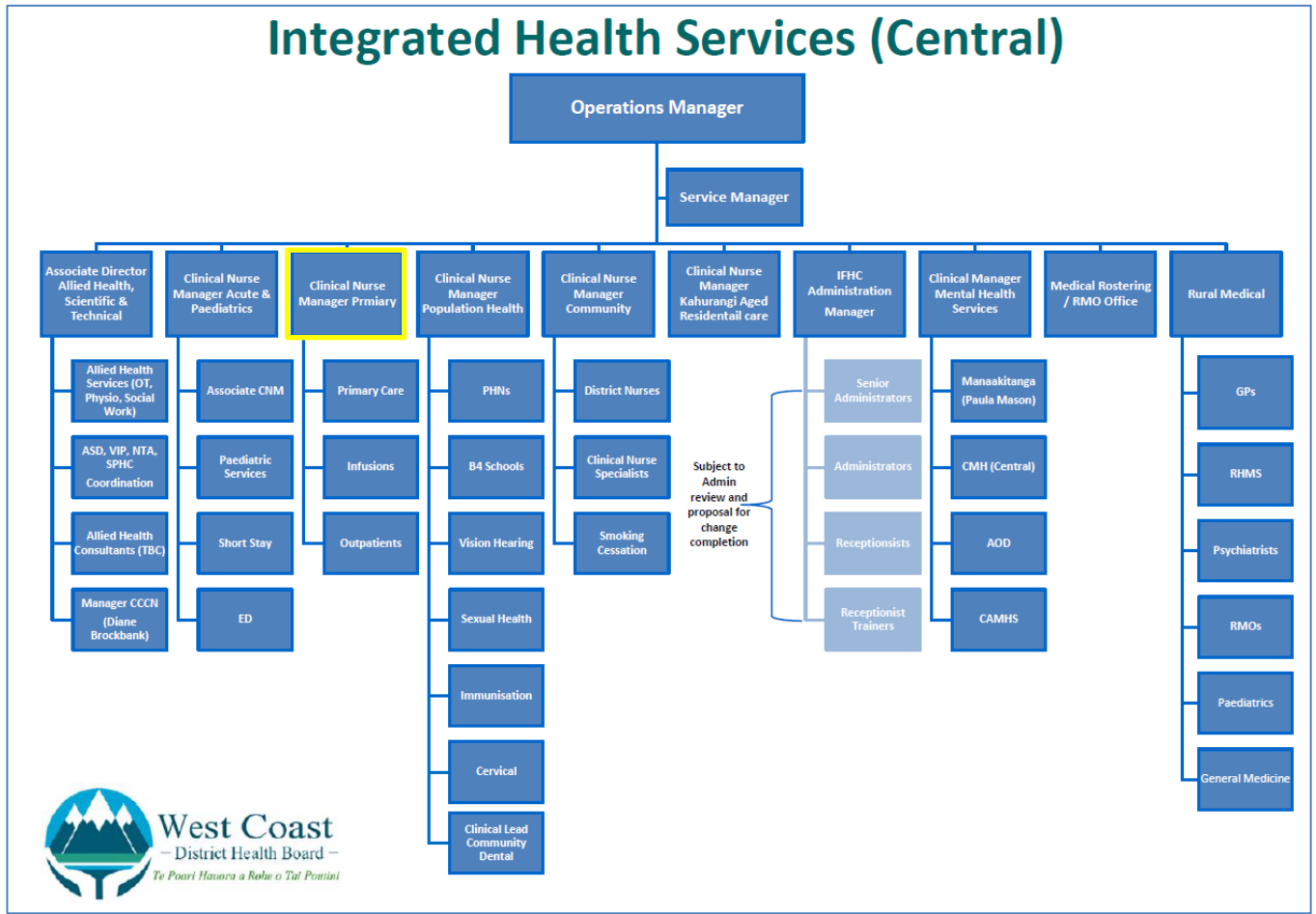
With your contribution and my contribution we will be better able to serve the people.

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PLACE IN THE ORGANISATION:



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KEY ACCOUNTABILITIES:

The CNM is responsible for:	The CNM will be successful when:
<p>1. Advanced clinical and professional leadership</p> <p>Providing advanced, collaborative clinical and professional leadership to own team in order to create a quality practice environment that supports the ability to provide safe, effective, ethical, and culturally competent care.</p> <p>Leading a high standard of professional, legal, and ethical responsibilities; and cultural safety.</p> <p>Leading compliance with all WCDHB policies and procedures.</p> <p>Leading to enable evidence-based knowledge and clinical judgement.</p> <p>Escalating clinical and professional issues appropriately.</p>	<ul style="list-style-type: none"> • Leads the team to ensure decisions, practice, and conduct meets the professional, ethical, and legal standards outlined in relevant legislation, codes of conduct, and organisational policy • Leads adherence to all WCDHB and transalpine policies and procedures, and leads/coordinates/has input into the review and development of these • Supports the Nurse Director (Operations) and Director of Nursing to oversee care standards, and in: providing nursing advice, guidance, and support to others regarding this • Identifies, discusses, documents, and manages ethical issues with clients, whānau, and the interprofessional team • Role models and promotes practice that is deemed by all clients and families/whānau to be culturally safe • Role models and promotes practice that is deemed by tangata whenua and whānau to be culturally safe and based on the principles within the Treaty of Waitangi in order to achieve equity of health outcomes for Māori • Leads an environment that values and prioritises the access, leadership, and needs of tangata whenua/Māori and all Pacific peoples, including the achievement of equitable health outcomes • Role models and promotes advanced professional communication, decision-making, accountability, and autonomy • Leads an environment that promotes accountability for directing, monitoring, and evaluating nursing care that is provided by nurse assistants, Enrolled Nurses, and others; and utilises more experienced members of the health care team to assist with problem solving and setting priorities • Represents the organisation and the nursing profession positively; projecting a professional image of nursing • Leads and promotes an environment that enables patient safety, independence, quality of life, and health • Briefs line manager(s) and team regarding any emerging issues • Refers all matters and concerns related to professional practice to line manager(s) and relevant Executive Clinical Lead (i.e. Director of Nursing), including: <ul style="list-style-type: none"> • Deficiencies in quality care and professional standards • Incidents related to consumers, which may affect wellbeing • Matters of noncompliance with the WCDHB's policies and procedures • Matters of unresolved staff conflict • Security breaches and quality standards failure
<p>2. Advanced management of nursing care</p> <p>Providing advanced operational management.</p> <p>Leading an environment that contributes to ongoing demonstration and evaluation of nursing competencies.</p> <p>Leading and promoting evidence-based nursing</p>	<ul style="list-style-type: none"> • Demonstrates advanced operational management of own team to enable: <ul style="list-style-type: none"> • Person/whānau led care • Excellence in Māori health and disability outcomes • Excellence in rural health and disability outcomes • The WCDHB's vision and values • Utilises current research and evidence-based practice to support effective, collaborative decision-making regarding the care of clients within the service. This decision making includes holistic: <ul style="list-style-type: none"> • Assessment • Diagnostic inquiry • Planning

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<p>knowledge in the holistic management of clinical care.</p> <p>Working with clients, family/whānau, and other health professionals to provide timely access to care in order to optimise outcomes.</p> <p>Role modelling advanced professional communication and negotiation skills to ensure appropriate and timely care from a range of services is coordinated in a cohesive way across the care continuum; embedding integration of services.</p> <p>Leading and promoting accurate and professional documentation and maintenance of data security at all times.</p> <p>Preventing, identifying, managing, and escalating matters of clinical risk appropriately.</p>	<ul style="list-style-type: none"> • Interventions/treatment • Evaluation of clinical care <ul style="list-style-type: none"> • Promotes evidence-based, approved assessment tools to inform assessment • Leads an organisational environment that values and prioritises the input of all consumers and their families/whānau/communities; ensuring that consumers and their whānau are active and informed partners in the holistic planning and delivery of their care (with a focus on wellness, prevention, and continuity) • Leads the team to collaboratively identify health promotion and care management goals that are important to the client and their whānau • Leads others to safely and effectively prioritise and manage care coordination • Leads the care team to explain the rationale, preparation, nature, and anticipated effects of any tests and/or therapies to the client, their whānau, and other members of the care team. Promotes documentation of these conversations as well as the client response to these interventions. • Encourages the care team to work in partnership with the client/whānau to link into relevant Māori Health services • Ensures that the teams provide clients and their whānau with culturally and cognitively appropriate information about: their rights, the range of treatment options available, and the effects and risks associated with these treatment options; seeking and documenting informed consent • Leads the care team to identify client/whānau educational needs to improve health literacy and empower wellness • Leads the team to provide education to clients and whānau effectively by assessing learning readiness, and evaluating existing knowledge and determinants of health that may impact on learning and utilisation of new knowledge • Advocates on behalf of the client, whānau, and/or team as appropriate • Identifies barriers related to accessing services and client satisfaction and works with key relationships and the interprofessional team to remove these • Uses advanced skills to communicate, collaborate, and coordinate care with other health professionals to ensure best outcomes for clients and their whānau • Uses advanced nursing skills to establish and negotiate meaningful, strategic relationships with colleagues from all relevant services (internal and external the WCDHB). Relationships are formed based on mutual, client-centred goals. Works proactively to maintain these. • Leads care planning in collaboration with the interprofessional team, including cross-sectorial team members; communicating and coordinating referrals to appropriate services and seeking advice from others as required • Leads coordination of regular interprofessional reviews of client care In partnership with the client, their whānau, and the interprofessional team; evaluating the client's care plan to ensure it is achieving the planned, prioritised care management goals • Promotes that principles of care management include maintaining continuity of plan and provider • Ensures care is coordinated in a timely manner to facilitate smooth transition of the client between services and along their care plan • Ensures all documented information is entered and compliant with WCDHB policy • Ensures all collected information is stored and access-protected in accordance with the Health Information Privacy Code (1994)
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	<ul style="list-style-type: none"> • Documents in a professional, accurate, confidential, and timely manner (within 24 hours), and ensures patient/whānau involvement in decision-making is visible • Ensures all information is documented in the appropriate place (i.e. paper clinical file/electronically) to ensure effective communication and continuity of care. This includes reporting of data as required. • Leads the maintenance of up-to-date risk assessment information as per organisational requirements • Demonstrates leadership capability to collaboratively prevent, escalate, and manage adverse events/crises/emergencies, including unexpected client responses and situations that may compromise the safety of the client or others • Acknowledges own limitations and utilises appropriate resource people when necessary
<p>3. Interpersonal relationships</p> <p>Leading and promoting effective, advanced interpersonal skills and relationships.</p>	<ul style="list-style-type: none"> • Leads effective establishment, maintenance, and conclusion of therapeutic interpersonal relationships with clients and whānau • Leads nursing practice that is conducted in a negotiated partnership with the client and whānau (where and when possible) • Role models professional communication in all interactions • Establishes and maintains professional relationships with key stakeholders working within the WCDHB, West Coast, South Island, and nationally; ensuring the service is well connected and informed, while also sharing a rural perspective • Leads a work environment conducive to harmonious work relationships and high staff morale • Leads and role models professional conflict resolution • Coordinates de-fusing and de-briefing activities within the service and outside the service (as appropriate) • Leads a 'zero-tolerance' approach to bullying • Leads a culture of appreciation among staff
<p>4. Interprofessional health care and quality improvement</p> <p>Leading the interprofessional care team to plan, provide, and evaluate the effectiveness of care delivery.</p> <p>Leading the wider care team to provide safe, effective, integrated care that is also sustainable.</p>	<ul style="list-style-type: none"> • Leads an environment that encourages collaboration between members of the health care team to facilitate and coordinate care • Leads the principles of interprofessional practice, and respects and values the contributions of others within the care team. Can articulate how interprofessional practice helps to achieve high quality, client-centred care. • Coordinates multi-disciplinary team meetings and family conferences; representing the nursing perspective of client needs, and enacting outcomes appropriately • Promotes referrals to other members of the health care team in a timely manner • Promotes a nursing perspective within the care team
<p>5. Supporting service development</p> <p>Working collaboratively with the members of the team; providing nursing input into the development services and evaluating the</p>	<ul style="list-style-type: none"> • Leads service initiatives that promote a contemporary service that is compliant with various standards and service provision frameworks • In partnership with the Maori Health Team, ensures existing and new service initiatives apply the Health Equity Assessment Tool (HEAT) to actively enable measureable improvements to Māori health outcomes • Leads promotion of telehealth where appropriate; enabling client-centred access to services in a timely manner

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<p>effectiveness of care delivery.</p> <p>Working with direct reports to support them to deliver against key service development targets.</p>	<ul style="list-style-type: none"> • Supports the development, review, and evaluation of relevant innovations/strategies/etc.
<p>6. Supporting and facilitating the development of others</p> <p>Working alongside others to help develop their practice by: sharing own knowledge and experiences, coaching, mentoring, and guiding.</p> <p>This includes supporting students, new graduates, and new members of staff.</p>	<ul style="list-style-type: none"> • Prioritises own workload to free up time to support and assist others in the team • Works alongside staff to skilfully coach, guide, and mentor in order to support practice development of an individual and/or team • Leads a practice environment that encourages learning and evidence-based practice • Educates colleagues, students, and other staff according to WCDHB policy and procedure, and in collaboration with others • Ensures a quality standard of preceptorship is maintained within the team • Utilises contemporary teaching principles and learning models, as outlined by the WCDHB and/or relevant educational body • Ensures support for colleagues who are in their first year of practice, utilising appropriate programme frameworks (i.e. NETP, NESP, PDRP) • Promotes de-fusing and de-briefing activities within the service and outside the service (as requested), as well as professional/clinical supervision as an important form of professional development • Empowers, motivates, and encourages others to extend their knowledge and skills; supporting each member of the team to reach their full potential, enabling quality care, and promoting retention of a satisfied workforce
<p>7. Human resource management</p> <p>Leading effective management of the health care team.</p> <p>Leading a satisfied, high performing team capable of providing high quality rural care.</p> <p>Leads, in collaboration with People & Capability and others, effective recruitment/appointment of quality staff; ensuring WCDHB policies are adhered to, that processes are culturally safe, and that relevant resources (i.e. position descriptions, interview questions, etc.) are utilised, standardised, and maintained.</p>	<ul style="list-style-type: none"> • Ensures necessary induction documentation and processes are completed • Leads person-centred orientation processes to be completed within the service. Supports team to complete relevant orientation plans and evidence/records that these are being consistently completed. • Ensures individual personnel files/records are maintained to include information relevant to each staff member, such as their: work history, training, performance appraisals, grievances, and employment contracts and are stored appropriately as per WCDHB policy • Leads the development of training plans for individual staff and the service, including evidence of: current Annual Practising Certificates, orientation completion, mandatory training, performance appraisals, professional supervision received, postgraduate qualifications, chosen career pathway/progress, succession planning status for fragile roles, and any credentialing achieved • Manages performance appraisal and management processes as per WCDHB policy • Evaluates an individual's practice using systematic processes, including: staff performance appraisals, clinical audit, cross-referencing to local policy/procedure, and evidence-based practice • Ensures all practice concerns are addressed using an evidence-based, supportive, strengths-based approach • Leads effective management of human resource issues, including: grievances, disciplinary action, and performance issues to satisfactory resolutions as per WCDHB policy and procedure, seeking assistance from the Nurse Director (Operations), Director of Nursing, and People & Capability as required

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	<ul style="list-style-type: none"> • Works in collaboration with others to lead and implement strategies that encourage a sustainable pipeline of staff • Collaboratively leads and manages various retention strategies to minimise staff turnover, including strategies focussed on workforce wellness/positive culture • Collaboratively manages succession planning exercises to support job satisfaction and retention to the WCDHB, as well as continuity and sustainable service delivery • Encourages the retention of new staff by enabling support for them and their families to integrate into the community
<p>8. Resource utilisation and financial performance</p> <p>Leads a sustainable work environment that is fiscally responsible.</p> <p>Working alongside the operational manager(s) and the Finance Team to optimise financial performance of services.</p> <p>Leads the effective management of equipment resources to enable high quality care.</p>	<ul style="list-style-type: none"> • Alongside the operational management team, accepts fiscal responsibility regarding allocated resources to optimise the provision of high quality, cost-effective, rural health care • With guidance from Nurse Director (Operations), advises and provides direction on best use of resources to meet the service's strategic direction and commitments contained in the WCDHB's Annual Plan • Leads budget and forecasting activities in the service, specifically around resourcing and expenditure. Works alongside the operational management team to ensure accurate budgeting of resource within the service. • Provides direction regarding capital expenditure within the service, as well as new investments (i.e. technologies) • Works in conjunction with the Trendcare, CCDM coordinators and the Nurse Director (Operations) to ensure effective and sustainable rostering of the workforce; ensuring adherence to the principles of CCDM, relevant MECAs, and budgets • Manages staff leave within the service in adherence to WCDHB policy • Assists the Operations Manager to ensure equipment is maintained in a serviceable and cost-efficient manner, and that planning is undertaken for replacement as necessary • Supports the efficient use and ordering of centralised supplies to ensure adequate stocks are maintained within agreed levels • Confirms/authorises the accuracy of timesheets
<p>9. Change management</p> <p>Leading change management using the principles of evidence-based change management and the stages of change acceptance to support and coach the health care team to positively adapt to an evolving environment.</p>	<ul style="list-style-type: none"> • Leads successful integration of the service; enhancing capacity to flexibly respond to community need • Manages and promotes change positively to enable successful change processes that are people-centred and result in demonstrable improvements to quality care • Supports the team to transition to new ways of working informed by service need and evidence-based practice • Utilises evidence-based change management principles to lead, guide, and support staff to make key changes required • Supports line manager(s) with all aspects of change management
<p>10. Own competence and professional development</p> <p>Maintaining competence according to the Nursing Council of New Zealand's competencies for Registered Nurses.</p>	<ul style="list-style-type: none"> • Maintains organisational requirements around mandatory training and other professional development requirements relevant to role • Undertakes professional development activities as approved/requested by line manager(s), to keep abreast of current trends and issues • Participates in own annual competence/performance review, with feedback utilised proactively as an opportunity for professional growth

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<p>Demonstrating a personal commitment to maintaining requirements of continuing competence, including professional development hours.</p>	<ul style="list-style-type: none"> • Maintains ongoing education at least to the level required to maintain own Annual Practising Certificate • Notifies line manager(s) of any changes to scope/conditions of practise • Participates in regular professional supervision to facilitate reflection and growth • Holds and promotes relevant professional portfolios (i.e. PDRP, Takarangi Cultural Competency)
<p>11. Honouring diversity and challenging inequity</p> <p>Demonstrating commitment to Treaty of Waitangi principles when working with tangata whaiora and whānau.</p> <p>Consistently demonstrating awareness and sensitivity of cultural differences when working with clients and their whanau, and when working with clinical and non-clinical colleagues.</p>	<ul style="list-style-type: none"> • Role models culturally safe practice that reflects principles found in the Treaty of Waitangi, Tikanga Best Practice Guidelines, and Takarangi Cultural Competency Framework • Recognises Māori as tangata whenua and works in collaboration with the WCDHB Māori Health Team and others to develop strategies aimed at achieving equity for Māori within the service • Consistently demonstrates awareness and sensitivity of cultural differences when working with consumers and their families/whānau, and when working with clinical and non-clinical colleagues across the WCDHB • Consistently respects the spiritual beliefs, sexual orientation, and cultural practises of others, including colleagues • Demonstrates care and respect for diversity in the workplace, including care and respect for internationally trained colleagues
<p>12. Health and Safety</p> <p>Leading and maintaining a high quality, safe, and secure work environment by following relevant WCDHB policies, protocols, and standards.</p> <p>Actively managing risk.</p>	<p>All WCDHB staff are required to meet all Health & Safety requirements as described in the Health and Safety at Work Act (2015), and to observe all relevant WCDHB policies and procedures. This includes:</p> <ul style="list-style-type: none"> • Personal commitment to zero harm • Reporting for duty in a fit state, free from the influence of alcohol or other drugs • Ensuring personal health, safety, and wellbeing - and that of others • Reporting, managing, and investigating actual or potential hazards via the Safety1st incident reporting system • Assisting with responding to, and resolving, client concerns or complaints in a way that is professional and sensitive • Using all protective equipment provided, as appropriate • Cooperating with the monitoring of workplace hazards, including attending all relevant safety training, contributing to the maintenance of hazards registers, and complying with all safety instructions • Ensuring that all accidents or incidents are promptly reported to line manager(s) • Reporting any pain or discomfort to the line manager(s) as soon as it develops • Seeking advice from the line manager(s) if unsure of any work practices • Contributing to initiatives aimed at improving health, safety, and wellbeing • Complying with all health and safety policies when providing care in the community • Complying with all organisational health and safety polices including those related to: handling of instruments, storage of medicines, disposal of sharps, and any other potentially dangerous equipment or substances
<p>13. Quality</p> <p>Leading and managing a quality service and taking an active role in quality activities; identifying areas of improvement.</p>	<p>Every WCDHB staff member is responsible for ensuring a quality service is provided. This includes:</p> <ul style="list-style-type: none"> • Identifying and actioning quality improvement activities in collaboration with line manager(s) and other key stakeholders • Working collaboratively to achieve 100% compliance with relevant service audit schedule(s), including accreditation and other legislated compliance programmes

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<p>Actively managing threats to a quality service.</p>	<ul style="list-style-type: none"> • Setting quality standards in conjunction with the Director of Nursing • Developing/informing/coordinating/monitoring outcomes from relevant audits in collaboration with key stakeholders to evaluate clinical standards and patient outcomes in accordance with national and organisational standards. This includes actively contributing to any initiatives aimed at addressing corrective actions. • Leading timely investigation and management of complaints within service • Contributing to the development of relevant policies and procedures as required • Supporting colleagues and members of the interprofessional team to develop and implement ideas for practice innovations • Working alongside the WCDHB Quality Team and the Clinical Quality Improvement Team (CQIT) to implement initiatives aimed at improving the patient journey and care standards
<p>14. Special projects and other duties</p>	<ul style="list-style-type: none"> • Undertakes special projects as directed by line manager(s) • Is a member of groups and/or committees as directed by line manager(s)
<p>15. Reporting line, base, hours of work, and work resources</p> <p>Maintaining appropriate practice hours to maintain clinical competence.</p>	<ul style="list-style-type: none"> • Reports regularly to line manager(s) and is based in Greymouth but at times will travel across the West Coast DHB region. • Negotiates all hours of work with line manager(s) • Maintains appropriate practise hours to maintain continuing competence requirements and an Annual Practising Certificate • Notifies line manager(s) of any changes to scope/conditions of practise • Meets monthly with line manager(s) to review progress against key deliverables • Ensures that all reporting is timely and accurate • Maintains a WCDHB mobile phone; maintaining replacement as required, and returns all resources if exits the role

PERSON SPECIFICATION:

Qualifications & Experience :	
<p>Essential</p> <ul style="list-style-type: none"> • New Zealand Registered Nurse with a current Annual Practising Certificate with no conditions on practise that may prevent ability to fulfil requirements of the role • Relevant postgraduate qualification – minimum is a Postgraduate Diploma or working toward same • Minimum 3-5 years' post-registration experience • Demonstrated leadership and management ability and coaching and mentorship ability • Demonstrated financial acumen/budgeting • Completion of, or personal commitment to undertake, cultural competency training • Has the ability to work with children • Full 'clean' NZ driver's license and the ability to drive a manual transmission vehicle • Computer literacy (i.e. Microsoft suite) 	<p>Desirable</p> <ul style="list-style-type: none"> • Postgraduate leadership and/or management qualification • Previous experience in a senior nursing position • Current portfolio as part of the Professional Development and Recognition Programme (PDRP) • Experience in conducting research
<p>Professional skills/attributes:</p> <ul style="list-style-type: none"> • Clinically credible, respected, and person-centred • Demonstrates high standards in terms of personal competence and professional practice 	<p>Knowledge of (but not limited to):</p> <ul style="list-style-type: none"> • Employment Law • Health Practitioners Competence Assurance Act (2003) • Treaty of Waitangi and its application to health

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<ul style="list-style-type: none"> • Demonstrates cultural competence and evidence of application of the principles of the Treaty of Waitangi to provision of equitable health services • Proven assessment and communication skills, including the ability to think critically • High emotional intelligence • Well-developed interpersonal and interprofessional skills • Has an ability to consistently form therapeutic relationships with consumers and their families/whānau • Demonstrated passion and commitment to professional development of self and others • Ability to work autonomously, use own initiative and accept responsibility for own actions • Flexible, adaptable, embraces change • Self-motivated • Proven ability to lead and supervise a team through change and in the achievement of goals/outcomes and conflict resolution • Able to work under pressure/prioritise competing demands 	<ul style="list-style-type: none"> • He Ara Oranga and the government’s response to the NZ Mental Health Inquiry • He Korowai Oranga/Māori Health Strategy (2002) • New Zealand Health Strategy (2016) • Misuse of Drugs Act (1977) and Regulations • Nursing Council New Zealand Code of Conduct (2012) • Health and Disability Act • Health and Disability Commissioner (Code of Health and Disability Services Consumer’s Rights) Regulations (1996) • Privacy Act (1993) and Health Information Privacy Code (1994) • Health and Safety in Employment Act (2015)
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The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.

Signed on behalf of West Coast District Health Board

Name _____

Position: Operations Manager Central

Date _____

West Coast District Health Board

I accept the terms and conditions as outlined in this Position Description

Name _____

Position: CNM Integrated Family Health Centre

Date: _____

West Coast District Health Board