

POSITION DESCRIPTION

Canterbury

District Health Board

Te Poari Hauora o Waitaha

January 2017

This Position Description is a guide and will vary from time to time and
between services and/or units to meet changing service needs

The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Organisational Vision

The CDHB's vision is to improve the health and well being of the people living in Canterbury.

Organisational Values

- Care & respect for others.
- Integrity in all we do.
- Responsibility for outcomes.

POSITION TITLE:

Duty Nurse Manager

REPORTS TO (Title):

Nursing Director – Blood / Cancer / Palliative /
Afterhours and Ambulatory Care

LEVELS:

Delegated Director of Nursing Services and General
Manager responsibility for hospital management
during the after-hours period.
Tertiary level referral centre.
Hospital capacity >500 beds.

HOURS:

Position covers 24 hours per day, seven days a
week.
Normal business hours refers to 0800 – 1600 hours
Monday to Friday.
After-hours period refers to 1600 - 0800 hours
Monday to Friday, and 24 hours on weekends and
statutory holidays.

Organisational Vision

To promote, enhance and facilitate the health and well-being of the people of the Canterbury District.

Organisational Values

- Care and respect for others.
- Integrity in all we do.
- Responsibility for outcomes.

Qualifications and Experience

Essential

- Registered or eligible for registration with the New Zealand Nursing Council as a Registered General or Registered Comprehensive Nurse and hold a current Nursing Council of New Zealand Practising Certificate.
- Demonstrate the ability to lead and manage within the tertiary setting.
- Demonstrate a commitment to the organisational operational and fiscal environment.
- Demonstrate excellent interpersonal skills including communication, negotiation and conflict resolution across all disciplines and occupational groups.
- Demonstrate the ability to work autonomously utilising skills to manage resources, financial and human, resolve conflict, lead in a crisis and work in partnership with other staff.
- Excellent administrative, organisational and time management skills.
- Be computer literate and have the ability to expand on those skills.
- Have the vision and ability to accommodate and lead change.
- Have a commitment to Canterbury District Health Board's vision and direction.

Desirable

- Experience in a management role within a DHB / acute tertiary setting.
- Holds post graduate management qualification or working towards same.

Personal Attributes:

Essential: Key Behaviours:

- Ability to "work together" in a truthful and helpful manner.
- Ability to "work smarter" by being innovative and proactive.
- Accepts responsibility for actions.
- Ability to provide inspirational and motivational leadership.

FUNCTIONAL RELATIONSHIPS:

INTERNALLY:

1	Director of Nursing Services
2	General Manager – Medical and Surgical Services
3	Nursing Directors/Nurse Managers
4	Operations Managers
5	Service Managers
6	Charge Nurse Managers/Associate Clinical Nurse Managers/Nurses in Charge
7	Clinical Team Coordinators (CTC)
8	Duty Nurse Manager Resource Nurse and Transit service
9	Hospital Pool Staff
10	Nursing Support Officers/Clerical Staff
11	All Medical and Nursing Personnel
12	Air Retrieval Staff
13	Health Professionals, Ancillary Staff, Contractors on-site and after-hours
14	Security Staff, Orderlies, Mortuary Staff

EXTERNALLY:

1	Individual patients/families/members of the public as required.
2	Duty Nurse Managers/Bed Managers/ Transport Coordinators from secondary level hospitals within the CDHB, and from other DHBs.
3	Nursing Agencies.
4	Coroner and Police.
5	Ministry of Health.

KEY PERFORMANCE OBJECTIVES:

Task: Coordination and Management of Christchurch Hospital Patient Flow

Expected Outcomes

- Operates as the primary contact for all decisions related to bed management and patient flow.
- Ensures continuity of acute and elective patient services by overseeing all patient admissions and transfer activity whilst monitoring capacity both currently and prospectively.
- Establishes and directs the plan for placement of all admissions and transfers, concurrently and prospectively.
- Maintains liaison with Nursing Directors, Nurse Managers and Charge Nurse Managers to ensure efficient and effective bed utilisation during normal business hours (including daily bed management and cluster meetings).
- Assists in the coordination of all inter-hospital transfer activity including liaison with referring DHB and CDHB Air Retrieval Team Coordinator as required.
- Appropriately places patients to clinical need, available resources and CDHB patient admission policies in a timely and collaborative manner.
- Maintains and communicates a global picture of hospital capacity at all times to key stakeholders and demonstrates a clear understanding of production planning, bed planning and HaaG.
- Is up to date with all new technologies pertaining to managing patient flow and utilises these technologies to optimise timely patient flow.
- Constantly evaluates capacity, acuity and utilisation of available resources.
- Ensures Patient Management System and Cap Plan/ HaaG data systems accurately reflect the current situation.

Task: Coordination of Nursing Staff Resources

Expected Outcomes

- Manages multiple resourcing issues and allocates available staff matching capacity and demand to ensure that areas are staffed appropriately and adequately within available resources.
- Skilfully and efficiently deploys and adjusts nursing resources to meet changes, demand and contingencies.
- Resourcefully resolves staff shortages or crises.
- Liaises with secondary level hospital Duty Nurse Managers to manage surplus or deficit of nursing staff resources.
- Liaises with Nursing Director Daily Operations for complex matters pertaining to tertiary acute care and patient transfers.
- Responds in an organised and calm way to unexpected developments and prioritises actions and resources appropriately.
- Anticipates potential operational and clinical problems and takes proactive action.
- Monitors and reviews Hospital Aide Special patient watch (HAS) usage.
- Ensures appropriate hospital pool staff allocation to match skill mix, patient flow activity and acuity (in conjunction with the Charge Nurse Manager – Nursing Support Services and Nursing Support Services Officer during normal business hours).
- Assesses projected staffing deficits and resource requirements for future shifts and manages hospital pool accordingly (in conjunction with the Charge Nurse Manager – Nursing Support Services and Nursing Support Services Officer during normal business hours).
- Directs and manages the workload of the Duty Manager Resource role in partnership with the CTC.
- Directs and manages the Transit Nurse Service (in conjunction with the Charge Nurse Manager – Nursing Support Services and Nursing Support Services Officer during normal business hours) to the areas of most need.
- Operates in a fiscally responsible manner.

Task: Leadership

Expected Outcomes

- Acts as the CDHB ambassador and behaves in a manner appropriate to the role of a senior management representative during the after-hours period.
- Maintains a global overview of hospital activities with a clear focus on organisational goals and the available resources to achieve those goals.
- Identifies and manages any key management, operational, resource, clinical, security, financial, environmental issues in accordance with CDHB policy.
- Finds appropriate solutions to complex service issues to achieve positive outcomes for key stakeholders whilst remaining mindful of organisational goals.
- Provides leadership and the timely and effective response, resolution, communication, documentation and evaluation of all incidents in accordance with CDHB policy.
- Promotes a culture of best practice and critical reflection of practice and nursing outcomes within a supportive environment to ensure patient care standards are met.
- Protects the value, reputation and resources of the CDHB.

Task: Problem Solving, Decision Making and Risk Management

Expected Outcomes

- Acts as the key contact for complaints/issues/enquiries in the after-hours period.
- Maintains calm, provides leadership and problem solves in crisis situations.
- Manages a wide variety of issues and competing demands.
- Anticipates potential risks and acts accordingly to minimise risk.
- Acts as a positive role model and resource for other staff in the management of complex or sensitive issues.
- Conversant in CDHB policies, procedures, guidelines and protocols.
- Manages staff performance issues and complaints with appropriate first line actions and discretion, and in accordance with organisational policy.
- Participates in appraisal of individual practitioner performance by informing relevant line manager where a deficit is identified.
- Assists in the development, implementation and evaluation of policies, procedures, guidelines and systems to ensure that they effectively underpin the functioning of Christchurch Hospital.
- Utilise appropriate strategies to facilitate practice changes (Quality Improvement Event Reporting Form, critical incident review, debriefing etc).
- Operates in a fiscally responsible manner.
- Demonstrates effective management of all resources.
- Maintains confidentiality of all information in accordance with Privacy Acts and CDHB policy.

Task: Building and Maintaining Relationships

Expected Outcomes

- Builds and maintains mutual working relationships at all levels and across service areas.
- Provides support to and liaises with nursing staff, other healthcare professionals and service users (including secondary care hospitals).
- Acts a representative of Christchurch Hospital management promoting good public relations when interacting with patients, families, members of the public, other hospitals and organisations, and outside agencies.
- Ensures that staff receive leadership, guidance, clinical expertise and support through advice and direct intervention.
- Makes appropriate judgements in complex disputes and communicates these effectively to affected parties.
- Provides support to staff and service users in distress.
- Manages employee relations and conflict positively, diplomatically, confidentially and respectfully.

Task: Emergency Response Management

Expected Outcomes

- Normal business hours: Attends the Emergency Operations Centre (EOC) and leads the initial hospital response to an internal or external emergency until the response team arrives and is operational.
- After-hours: Activates appropriate emergency plans and leads the hospital response to an internal or external emergency, including attending the Hospital EOC (for example: fire; power generator failure; mass casualty; natural disaster; pandemic planning etc).
- Is aware of all clinical emergencies via the pager system, attends as appropriate.
- Provides rapid and appropriate resources to acutely unwell patients in collaboration with the CTC.
- Supports, guides and directs nursing staff in the management of clinical emergencies, and attends as appropriate, in collaboration with the CTC.
- Facilitates transfer of patients to appropriate care setting as required.
- Develops processes and potential action plans for the re-allocation of current in-patient placements to facilitate timely admission of mass casualties etc.
- Liaises with security personnel in event of a security risk/breach, notifying Police, as required.

Task: Professional Accountability

Expected Outcomes

- Functions in accordance with legislation and common law affecting nursing practice and health services management. In particular: the Health Practitioners Competence Assurance Act 2003; the Nursing Council of New Zealand (NCNZ) Code of Conduct for Nurses 2008; and NCNZ competency requirements.
- Demonstrates professional responsibility ensuring services complying with current CDHB policy and procedure.
- Ensures key performance indicators related to patient flow and nursing resource management are met.
- Ensures nursing and support staff work within their scope of practice.

Task: Delegated Responsibilities from Director of Nursing Services and General Manager

Expected Outcomes

- After-hours mortuary management:
 - Carry and maintain the Mortuary Register.
 - Act as the initial contact for mortuary matters.
 - Triage matters and refer to on-call mortuary service according to protocols.
 - Provide initial advice to nursing and medical colleagues as required, with referrals made to the on-call mortuary service according to current protocols.
 - Be conversant in relevant legislation requirements.
 - Provide support for family/whanau of deceased as required.
- Undertake other duties and projects as reasonably required by the Director of Nursing Services/General Manager.

Task: Professional Development

Expected Outcomes

- Demonstrates commitment to self development which is aligned to the Duty Nurse Manager position description.
- In partnership with the Nursing Director – Blood/Cancer/Palliative/ Afterhours and Ambulatory Care set performance objectives for professional and personal development in conjunction with the appraisal process.
- Holds, is working toward, or demonstrates the intention to undertake relevant Post-Graduate Nursing qualification.
- Holds a current practicing certificate.
- Maintains CPR competency.
- Attends CIMS training.
- Competent in CapPlan data management systems.
- Participates in relevant professional activities and educational programmes.
- Is responsible for the individual portfolio that they manage and disseminates relevant information to the DNM team
- Is committed to the Team Leader position (6 monthly rotation) and supports staff from this perspective

Task: Occupational Safety & Health

Expected Outcomes

- Maintains knowledge of, applies and promotes CDHB health and safety systems and policies.
- Is aware of and can identify hazards to which they may be exposed and take corrective action accordingly.
- Is able to prevent or minimise the adverse effects of hazards.
- Applies safety and health related skills and knowledge to all work practices.
- Ensures all accidents/incidents are reported and relevant documentation is completed and forwarded in accordance with CDHB Occupational Safety and Health policy and procedure.

Task: Quality Improvement

Expected Outcomes

- Conversant with and complies with CDHB quality systems and policies.
- Assists in the development and implementation of quality improvement activities.
- Assists in achieving accreditation status.
- Supports and fosters an environment which promotes continuous improvements in the delivery of health-care.
- Recognises the value of research in clinical and professional practice development.
- Demonstrates ability to use research enquiry and scholarship to contribute to strategies leading to improvements in health care and supportive systems.

Task: Treaty of Waitangi

Expected Outcomes

- Has knowledge and understanding of the Treaty of Waitangi and its application in health in terms of its principles.
- Demonstrates sensitivity to the individual needs of staff, patients and members of the public, respecting their dignity, cultural difference, beliefs and values.

LIMITATIONS ON AUTHORITY:

Matters which must be referred to the Director of Nursing Services and/or General Manager:

- Any matters which clearly do not comply with CDHBs adopted policies or procedures.
- Any actions which may lead to any discontinuity of service provided.
- Security breaches and quality standards failures.

HEALTH & SAFETY:

Implement or lead and implement emergency procedures and maintain a safe and secure work environment by following relevant Canterbury DHB and Divisional policies, protocols and standards. This includes but is not limited to:

- Practice safe work habits and ensure the health and safety of yourself and others.
- Make unsafe work situations safe or, inform a supervisor or manager.
- Is knowledgeable about hazards in the work area and the procedures in place to identify and control hazards.
- Use Personal Protective Equipment correctly and when required.
- Report hazards, incidents, accidents, and near misses promptly and accurately.
- Seek advice from manager if unsure of work practices.
- Complete mandatory training as required.
- Is knowledgeable of emergency procedures and evacuation plans.
- Assists in maintenance of equipment as required, and reports faulty equipment promptly.
- Actively practice clinical standard precautions.
- Maintain knowledge of and promote H&S policies to staff.
- Report to the General Manager on H&S issues, meetings, programmes and initiatives.
- Ensure H&S programmes are sustained and adequately resourced.
- Ensure appropriate system is in place to identify, assess and control workplace hazards.
- Ensure accidents and injuries are reported and investigated, ensure relevant documentation is completed and forwarded to H&S Advisor.
- Ensure all employees are provided with information about hazards and controls in the workplace.
- Ensure all staff are induced in H&S policies and procedures relevant to their position and workplace.
- Ensure regular audits to monitor hazard identification and control.

QUALITY:

Every staff member within CDHB is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job-related tasks other than those specified.

ESSENTIAL COMPETENCIES:

Competence is a standardised requirement for an individual to properly perform a specific job. Competencies list the skills, knowledge and behaviours required to achieve the key objectives, tasks and functions of the role and make the process of performance review and goal setting more open.

Functional Competencies:

- Extensive nursing experience in a tertiary referral centre with broad based clinical knowledge and skills.
- Has clear professional boundaries regarding scope of practice.
- Is clearly aware of own limitations, knowledge deficits and relevant personal growth challenges.
- Is professional and maintains high standards in all aspects of the role.
- Displays respect and empathy for people.
- Is punctual, reliable and completes tasks in a timely manner.
- Shows loyalty, discretion, honesty, trustworthiness and confidentiality.
- Is able to recognise and manage own stress.
- Has self confidence, is able to challenge, be challenged and question appropriately at all levels.
- Demonstrates flexibility and creativity in work practices.
- Demonstrates knowledge and understanding of organisational policies and procedures.
- Has knowledge and understanding of organisational vision, goals, challenges and objectives.
- Has knowledge and appreciation of the roles of various health professionals in the CDHB.
- Has knowledge of and understands the Treaty of Waitangi and multi-cultural issues.
- Demonstrates knowledge of the local community, its key issues and key customers.

Analytical and Decision-Making Ability:

- Is willing and able to follow directions and guidelines.
- Demonstrates ability to grasp implications of a situation within a short time-frame.
- Demonstrates ability to identify, prioritise, analyse and resolve a range of issues/problems.
- Willing and able to recognise when assistance may be required to resolve issues.
- Is able to make independent decisions and accepts accountability for these decisions.
- Has well developed verbal and numerical reasoning, and analytical skills.
- Demonstrates skills in problem identification, analysis and resolution.
- Can identify and analyse key data/facts and appreciates key relationships.
- Evaluates information thoroughly making timely decisions based on available information.

Flexibility:

- Demonstrates ability to reconsider view points, seeks reputable sources of information and adjust decisions accordingly if appropriate.
- Ability to develop new and/or more effective work process and systems through lateral thinking, and creativity in work and process design.
- Ability to reprioritise according to sudden or unexpected demand/need.

Organisational Competencies:

- Is able to manage conflicting demands and changing priorities.
- Understands and is able to use existing systems.
- Is able to adjust work style and approach to fit activity/service requirements.
- Ability to plan, organise and control the role realistically, allocating time to priority issues and to cater for contingencies.

Application Guide

Completing your resume/curriculum vitae:

- Ensure that you include any qualifications, professional affiliations, details of professional registration, employment history and the name, address and contact numbers of three referees.
- Personal information such as your marital status, number of dependants are not relevant to the requirements of the position and do not need to be included in your application.
- If you are intending to apply for more than one position, please submit a separate application for each position.

Before drafting your application, you should take the following steps:

- *Read the advertisement and position description carefully.* Make a note of anything you don't understand and need to ask about.
- *Telephone recruitment.* More information about the position is available from the recruitment team. Read through the position description first and then ask them any questions to clarify your understanding of the role.
- *Other preparation.* Get as much additional information as you need to write a good application. Talk to people in similar positions and read any relevant information.

Drafting your Application:

Within the Qualifications and Experience section (Essential and Desirable) of the position description are the key requirements of a successful applicant and are based upon the information detailed in the Position Description. They provide a common standard against which each applicant will be assessed.

It is suggested that you write your responses to the requirements stated within the Qualifications and Experience (Essential and Desirable) section to show the selection committee that you have the right mix of skills, knowledge and experience to do the job.

To complete this it is suggested that you do the following;

- Make a separate heading for each selection criterion.
- For each criterion, describe your skills, knowledge and experience and show how they could be used in the job.
- Emphasise your major achievements.
- Use positive language in talking about yourself.

It is recommended that your responses to all of the objectives should take no more than one A4 page.

Key Words within the Qualifications and Experience Section (Essential and Desirable):

Demonstrated knowledge:

You need to give examples that prove you have this area of knowledge.

Ability to:

You do not need to have completed this kind of work before, but your skills, knowledge and experience must show that you are capable of doing the work. Describe things you have done which prove you could do this kind of work.

Experience in:

You have to show when and how you have done this work before. Give examples.

Effective, Proven, Highly Developed, Superior:

These are all asking you to show your level of achievement. Give as much detail as you can using examples of your achievements to show your skills, knowledge and experience.

How your suitability will be assessed: A number of separate selection techniques will be used to gather information in regard to your suitability so that a proper and thorough assessment is assured. These sources include:

- Your application
- The interview
- Referee reports

The CDHB may also use other tools to assist as part of the selection process.