

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Safe Staffing (CCDM) Nurse Manager Transalpine		
Reports to	District Chief Nurse		
Location	Transalpine – Canterbury and West Coast		
Department	Safe Staffing		
Direct Reports	-	Total FTE	1
Budget Size	Opex	-	Capex
Delegated Authority	HR	-	Finance
Date	August 2025		

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.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

This leadership role will provide operational leadership for the oversight of Safe Staffing and the embedding of the Care Capacity and Demand Management (CCDM) programme through strategic planning and operationalising the programme into business as usual.

The Nurse Manager (NM) will provide professional nursing and operational support to each campus' Integrated Operation Centres (IOCs) to support daily hospital activities and function through the following:

- Provide management and leadership to the Safe Staffing CCDM team in Canterbury and West Coast.
- Deliver strategic reporting, monitoring and daily support that ensures operational excellence and best use of resources for safe staffing
- Provide leadership regarding Safe Staffing and the CCDM programme through advice and guidance to District Chief Nurse, Group Director Operations (GDO) Directors of Nursing (DONs), Nurse Directors (NDs), Transalpine CCDM Council and working groups, as well as key stakeholders.
- Collaborating with operational teams i.e. DoNs, NDs, NMs, CCDM Coordinators to ensure quality data readiness to support programme embedding and business as usual activities
- Working closely with stakeholders and partners (including unions and workers) to effectively coordinate the programme components and inter-dependencies to achieve overall integrity and coherence of the programme
- Creating and maintaining focus and momentum of implementation and embedding the CCDM programme
- Excelling at problem solving, ensuring strong relationship management and strategic focus

Key Result Area	Expected Outcomes / Performance Indicators
Continued programme implementation	<ul style="list-style-type: none"> • Lead the use of and promote tools and processes aligned to the CCDM programme. • Maintain and promote links between Safe Staffing, CCDM programme, TrendCare data, and best practice. • Uphold Te Tiriti of Waitangi and focus on improving equity and ensuring the use of evidenced based research. • Promote effective quality assurance and overall integrity of the programme. • Work within Health NZ's models and frameworks for translating the programme into operational strategy, systems and actions. • Seek opportunities to grow and sustain fit for purpose tools and processes where required. • Maintain internal consistency and ensure data integrity of the programme. • Manage stakeholder contributions to the programme with proactive involvement and consultation from outset of changes to any component of the program both locally, regionally and nationally. • Ensure communications with all stakeholders is consistent with programme communication strategy and key messages. • Work collaboratively across the wider Canterbury and West Coast teams by contributing to other projects and activities as required ensuring that the data generated from the programme is utilised for other services outside of the CCDM programme.
Safe Staffing and CCDM consultancy and leadership	<ul style="list-style-type: none"> • Demonstrate expert knowledge of the tools and processes within the CCDM programme. • Engage key partners in Safe Staffing and CCDM and actively facilitates relationships in a timely manner. • Provide coaching and mentorship to stakeholders about patient acuity system KPIs and the interconnection with Safe Staffing as well as CCDM. • Act as a point of contact, provide leadership connection with the CCDM programme nationally • Facilitate partnership working across the CCDM programme with union partners. • Undertake analysis and problem solving to inform decision making. • Make recommendations, including risk and issue assessments, to senior leaders and decision- makers. • Respond to information and analysis requests with the production of high quality, fit for purpose, timely outputs. • Promote and support effective change management practices and processes. • Identify opportunities to reduce duplication by aligning business operations with Safe Staffing and CCDM activities.
Programme management and coordination	<ul style="list-style-type: none"> • Provider overall coordination to the CCDM programme, ensuring the organisation is able to achieve the agreed benefits • Work co-operatively within nursing, midwifery and allied leaders and other Safe Staffing and CCDM stakeholders throughout Canterbury and West Coast

	<ul style="list-style-type: none"> • Ensure the maintenance of information, tools and materials relating to the programme plan/s. • Lead data collection and documentation of findings from the planned programme workshops. • Coordinate annual CCDM programme standards self-assessment in readiness for the Transalpine CCDM Council. • Coordinate the CCDM Governance quarterly report in readiness for the Transalpine CCDM Council. • Provide monthly status reports against the annual programme plan to the Transalpine CCDM Council. • Contribute to any other internal CCDM reporting requirements (as deemed necessary). • Apply programme management skills to implement the programme of work. • Plan the programme, ensuring maximum efficiency in resource allocation across working groups in collaboration with Transalpine CCDM Council. • Advise on programme governance and support stakeholders knowledge development as working groups are established. • Monitor overall progress and quality, identifying issues and advising on corrective action where necessary. • Work with the Transalpine CCDM Council and working groups to manage dependencies and interfaces between work streams. • Identify programme risks and offer mitigation strategies to the Transalpine CCDM Council. • Monitor for gaps in the programme and initiate interventions where needed. • Provide regular reporting on progress and risk management of Safe Staffing and the CCDM programme to the District Chief Nurse. • Work with Transalpine CCDM Council on transition to business as usual. • Ensure relevant information and feedback to District Chief Nurse from working groups and or meetings. • Identifies TrendCare user issues and errors and liaises with CCDM Coordinators and Application Specialist to reach resolution.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.

Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • 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. • Holds themselves accountable to providing culturally safe practice • Supports Māori-led and Pacific-led responses.
Whānau-centric	<ul style="list-style-type: none"> • Understands our population, how they view health and how they want us to support them • Collaborates with our partners to allow us to offer models of care that are whānau-centric, comprehensive and holistic • Invests in a range of supports that 'stand beside' patients and whānau, and actively supports self-directed care • Continuously seeks to improve service engagement with whānau • Champions people and service user experience in the design, delivery and evaluation of services
Culture and People Leadership	<ul style="list-style-type: none"> • Promote effective teamwork, collaborative and interdisciplinary relationships within the CCDM team and the Integrated Operations Centre. • Direct line manages the CCDM team members. • Ensures sufficient cover across the team on each day. • Manages and works to minimise any potential conflict within the team. • Ensures all team members have agreed work plan, defined objectives, and maintain professional competency. • Manages any performance, behaviours or disciplinary issues, escalating to the District Chief Nurse.
Data quality, analysis, quality service provision and information	<ul style="list-style-type: none"> • Ensures programme data is reviewed to determine level of quality, validity and accuracy. • Actively assists in programme component data collection, collation and analysis to improve data quality where necessary. • Actively monitors areas of higher risks and provides alerts and clinical input, advice and support as required • Provides supportive action in conjunction with the DoN and the clinical area when changing trends in data or inaccurate data is identified that may affect the programme delivery. • Understands TrendCare annual and maintenance settings review. • Understands data interfaces and flow between patient management systems, TrendCare, human resources management, payroll and other systems. • Supports stakeholders in understanding and application of data in each of the programme components. • Develops plans to provide education about accurate data and the interface with Safe Staffing and the CCDM programme.

Collaboration and Relationship Management	<ul style="list-style-type: none"> • Develops professional relationships and works collaboratively with stakeholders in order to implement the programme. • Contributes to the implementation of change management and communications to support the programme. • Promotes staff engagement in Safe Staffing and CCDM at all levels of the organisation. • Advocates partnership in all planning and decision making. • Implements and maintains regular communication processes with stakeholders. • Facilitates constructive conversations to mitigate conflict. • Escalates relationship concerns to the District Chief Nurse in a timely manner.
Health & safety	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives • Takes responsibility for keeping self and team and the public free from harm at work • Complies with the requirements of the Health and Safety policy and procedures of Health NZ.
Compliance and Risk	<ul style="list-style-type: none"> • Makes management and decision-making more effective by ensuring that we appropriately consider uncertainty and risks based on reliable current information when setting goals, objectives and strategies and monitors closely through this phase. • Actively leads risk management within own team and participates in the management of risks and their mitigating controls and treatments across the organisation.
Digital	<ul style="list-style-type: none"> • Improves access to high quality data and makes this easy to understand • Uses digital solutions that support paper-lite core clinical information systems and integrated care • Supports digital tools that foster organisational effectiveness
Recordkeeping	<ul style="list-style-type: none"> • Creates accurate and appropriate records to support and evidence business activities ensuring that corporate information is secure, unchanged and not removed until its compliance disposal date.
Financial management	<ul style="list-style-type: none"> • Operates within Health NZ's delegated authority policy at all times. • Maintains financial balance within own area of responsibility. • Monitors pay, non-pay and discretionary spending. • Contributes to the organisation's cost saving programmes as needed. • Escalates any risks or issues to the District Chief Nurse, GDO or General Manager (GM) as appropriate.
General	<ul style="list-style-type: none"> • Participates in the development and continuing improvement of Canterbury and West Coasts performance, and provides positive contribution to the functioning of the wider team and organisation.

	<ul style="list-style-type: none"> • Takes responsibility for meeting obligations in workplace health and safety by making sure own actions keep self and others safe. • Promotes an environment of physical, occupational, cultural, ethical and legal safety. • Contributes to the promotion of the principles of Treaty of Waitangi and the involvement of Māori within the decision making process for their health and independence, within Health NZ's management processes and procedures. • Undertakes all duties and responsibilities in accordance with the Privacy Act (1993), Health Information Privacy Code (1994), and the Te Whatu Ora Privacy Policies and Procedures • Escalates any risks or issues, including non-performance, to the District Chief Nurse, GDO, GM or DON as appropriate.
--	---

Matters which must be referred to the District Chief Nurse

- Significant safety and quality issues
- Any emerging factors that could prevent achievement of the on-going maintenance of the programme in practice
- Serious clinical standards failure
- Any financial or human resource issues or risks
- Any issue that may affect the reputation of Health NZ Canterbury or West Coast or anything that could undermine public confidence in the health system

Relationships

External	Internal
<ul style="list-style-type: none"> • Safe Staffing Unit • Union Partners • TrendCare vendor • Regional Te Whatu Ora structures • Ministry of Health • Accreditation Boards • Equivalent professional leaders in other organisations • Profession specific regulation authorities • Profession specific professional bodies • Contractors • Tertiary providers • Nursing Council NZ 	<ul style="list-style-type: none"> • Group Director Operations • District Chief Nurse • Directors of Nursing • Nursing Directors • District Chief of Allied Health Scientific & Technical • District Chief of Midwifery • General Managers and other directorate leaders • Māori Health Leads • Senior nurses • Other Canterbury and West Coast operating units • Clients/patients/consumers/tangata whaiora

About you – to succeed in this role

You will have

Essential:

- RGON, RN, BHSc (Nursing)
- Minimum 5 years' experience post registration
- Sound understanding of professional ethics
- Previous experience in undertaking report management, and use of technology and data analysis

- Post graduate health or management qualification
- Previous experience in nursing leadership, including managing teams
- A commitment to biculturalism
- A commitment to achieving equitable outcomes for Māori
- Previous experience in developing, implementing and monitoring nursing practice
- Knowledge of professional development issues

Desired:

- Masters Degree or working towards
- Quality improvement proficiency
- Experience leading cross-directorate improvement work

You will be able to

Essential:

- Demonstrate alignment with Health NZ values
- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Demonstrate an intimate knowledge and understanding of the New Zealand health sector
- Manage conflicts appropriately
- Demonstrate people leadership ability
- Experience in data analysis, Interpreting and analysing multiple data points for use in reporting
- Produce and talk to reports, documents and presentations

Desired:

- Critique and use research findings as the basis for practice
- Experience in health system planning, budgeting, workforce strategy
- Understanding of funding requirements
- Demonstrated ability to influence service delivery decisions
- Use your good IT proficiency to support your everyday work

Critical Competencies

Leadership	<ul style="list-style-type: none"> • Sets the highest ethical and professional standards • Actively promotes and models Health NZ's values in all interactions • Demonstrates a consultative and inclusive management style • Positively supports organisation wide leadership initiatives • Ability to operationalise the vision and values and facilitate change • Continuously seeks and encourages others to seek opportunities for improvement • Implements sound approaches to minimise or reduce complexities of change processes and constructively addresses change resistance • Ability to manage diversity and draw together a range of perspectives • Ability to lead and develop professional groups aligned to business needs • Ability to develop policies, action plans, establish timeframes and allocate resources to accomplish objectives • Leads, communicates expectations and agreed goals, provides ongoing feedback and objectively evaluates performance • Actively recognises the achievement of others • Ability to see business issues from the people perspective
Strategic Contribution	<ul style="list-style-type: none"> • Ability to conceptualise and think through multi-faceted problems or situations and deliver results by also being able to 'roll-up the sleeves' and just do it • Demonstrate an understanding of the internal and external factors that impact culture • Integrates information, forms high level models, sees trends and uses this information to develop robust strategies • Ability to analyse and interpret information to support strategic evidence based decision making
Financial / Business Management	<ul style="list-style-type: none"> • Demonstrated ability to translate strategic goals into business outcomes • Ability to make judgements cognisant of resources, constraints and Health NZ's values • Ability to apply a broad range of measurement tools and reporting to monitor and measure strategies, projects and systems and their effectiveness • Ability to interpret performance data and recommend appropriate corrective action • Ability to achieve objectives within the strategic guidelines

Personal and professional credibility	<ul style="list-style-type: none"> • To be credible to Canterbury and West Coast stakeholders and staff. • Ability to maintain effective relationships with key people internal and external to Canterbury and West Coast. • Ability to deliver results and establish a reliable track record. • Demonstrate effective written and verbal communication skills • On-going commitment to personal and professional development
Teamwork	<ul style="list-style-type: none"> • Ability to build effective high performing teams • Works effectively with others in the organisation outside the line of formal authority to accomplish organisational goals and to identify and resolve problems • Demonstrates high levels of active and empathetic listening • Facilitates goal achievement
Values Diversity	<ul style="list-style-type: none"> • Understand the significance of the Treaty of Waitangi • Display cultural sensitivity and values diversity • Appreciate insights and ideas of all individuals and works effectively with these differences
Self-Management	<ul style="list-style-type: none"> • Sets high personal standards • Displays drive and energy and persists in overcoming obstacles • Is proactive and displays initiative • Maintains enthusiasm in the face of difficult challenges and seeks alternative strategies to achieve goals • Ability to adapt and work effectively within a variety of situations and with various individuals or groups • Considers options, identifies pros and cons and makes effective decisions based on evidence and within appropriate timeframes and levels of responsibility. • Recognises critical factors and weighs up risks accordingly • Recognises scope of role and acts accordingly

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.