

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

Title	Charge Nurse Manager		
Reports to	Nursing Director / Director of Nursing		
Location	Burwood Hospital		
Department	Ward CG, Older Persons Health & Rehabilitation		
Direct Reports		Total FTE	1.0
Budget Size		Capex	
Delegated Authority		Finance	
Date	June 2026		
Job band (indicative)			

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

The primary purpose of the role is to:

Key Result Area	Expected Outcomes / Performance Indicators
<p>Facilitate and co-ordinate the development and implementation of a nursing care delivery model within the Ward which supports service requirements</p>	<ul style="list-style-type: none"> • Develop a system of nursing care delivery best suited to the clinical area and the needs of both patient and profession/legal requirements. • Ensure all staff understand the care delivery system and have the opportunity to contribute to its development within above parameters. • Develop care plans which support the nursing model, optimise patient care delivery/documentation and are patient focused. • Include all members of the interdisciplinary team in care planning and discharge planning arrangements. • Encourage and support nursing staff to practise to their optimum level of expertise and experience. • Monitor nursing care outcomes against expected standards. • Implement strategies to change or adopt aspects of patient care which are efficient, effective and are patient focused. • Utilise available information systems to extract data pertinent to nursing workload measurement. • Assist the Service Manager and other staff to develop annual business plan.

<p>Provide clinical leadership in nursing practice</p>	<ul style="list-style-type: none"> • Be actively involved in the supervision, encouragement and monitoring of nursing care delivery within the ward. • Maintain clinical expertise within the area and demonstrate this in practice. • Facilitate the application of existing standards of nursing care and participate in reviewing these standards in conjunction with the Director of Nursing. • Ensure appropriate communication with the ward at all times. • Promote “best practice” and critical evaluation of nursing outcomes within a supportive environment. • Ensure the ongoing provision of quality patient/client care and involvement of all staff and activities which are part of the organisation’s quality improvement system. • Provide the ongoing leadership to meet and maintain the Quality Health NZ Accreditation/certification standards. • Develop an environment which places a responsibility and authority for decision making at the level closest to the clinical situation. • Collaborate with Nursing Director to develop and implement strategic plan for Burwood Hospital nursing services.
<p>Co-ordinate Ward activities and provides a safe environment for practice.</p>	<ul style="list-style-type: none"> • Continually monitor the environment for potential hazards to patients and staff, reporting those which cannot be dealt with immediately to the Nursing Director. • Ensure a regular maintenance programme is in place and conducted on all electrical and other equipment within the Ward. • Ensure a safe environment for all staff including students of nursing, enrolled nurses, nurse assistants, hospital aides casual and agency, including hand over, supervision and direction requirements. • Review incident reports via safety 1st - in line with HNZ, referring “serious” incidents for immediate follow-up. • Duty rosters are prepared in the required timeframe. These are innovative and flexible to meet the service needs. • Manage staff rosters to ensure adequate skill mix and experience to meet anticipated patient needs. • Manage hours of nursing time per patient day against agreed values, checking and reporting trends and additional requirements to the Nursing Director. • Staff leave is co-ordinated to ensure the service needs are met. • Take responsibility for the co-ordination and utilisation of physical resources and stores. • Understands and practises the principles of quality management and uses quality audits to ensure continuous quality improvement. • Demonstrates effective management of complaints, as per Health NZ policies and procedures.

	<ul style="list-style-type: none"> • Patient security and confidentiality is maintained and activities comply with relevant legislation and policies.
<p>Collaborate and communicate effectively with key staff within the interdisciplinary team</p>	<ul style="list-style-type: none"> • Encourage effective communication between all members of the interdisciplinary team. • Develop and promote the nursing role within the interdisciplinary team. • Consult widely within the interdisciplinary team seeking to continually improve care delivery and patient outcomes. • Role model positive and professional behaviours in all relationships. • Provide constructive feedback to staff ensuring that professional nursing practise is of a consistently high standard. • Facilitates and provides leadership in developing the team and individuals within the team. • Facilitates team meetings and organise debriefings when indicated; encouraging group problem solving.
<p>Provides effective management of the Ward budget</p>	<ul style="list-style-type: none"> • Contribute to the development of the budget. • Collaborate with the Nursing Director and Service Manager to proactively manage ward budget. • In consultation with the Nursing Director, complete monthly report, including performance against contracted volumes. • Exceptional variations in budget are investigated and managed. • Ensure service expenditure is maintained within the prescribed boundaries. • Investigate and effectively manage variations in the budget. • Highlight potential for efficiencies.
<p>Facilitates ward and staff development</p>	<ul style="list-style-type: none"> • Participate in the yearly appraisal of nursing staff performance and ensure there is a documented performance appraisal on file. • Identify staff learning needs and in consultation with the Clinical Nurse Specialist, Professional Leaders and Educator plan appropriate staff education initiatives. • Support nursing staff to form goals and objectives for clinical practice development and achieve these within timeframes allocated. • Evaluate nursing staff needs for area, facilitate replacement requests, interviews and appointments in consultation with the Nursing Director / Service Manager and People and Capability. • Facilitate orientation of all staff new to the area and oversee preceptorship within the ward. • Provides direct feedback and support to team members as appropriate.

	<ul style="list-style-type: none"> • Oversee the development of an in-service programme suited to the needs of the ward and utilise formal and informal opportunities for staff education. • Use critical incidents as an opportunity for staff development and debriefing. • Utilise appropriate strategies to bring about changes in practice where indicated.
<p>Responsible for further developing his/her own levels of personal and professional development</p>	<ul style="list-style-type: none"> • In partnership with the Nursing director and Director of Nursing, set objectives for self-development during the appraisal process. • Demonstrate a commitment to self-development which is allied to the needs of the area and role. • Demonstrate current knowledge in the field of specialty and a strong knowledge base relating to the practice of nursing generally. • Reflect on own practise using critical incidents as a learning experience.
<p>Ensure that the Health New Zealand Occupational Safety and Health requirements are met within the ward</p>	<ul style="list-style-type: none"> • Maintain knowledge of HNZ health and safety systems and policies. • Ensure all accidents are reported, investigated and relevant documentation is completed accurately, and forward to the appropriate personnel as stipulated in the Health and Safety Policy & Procedures Manual. • In conjunction with relevant personnel, education will be provided to all Ward staff on OSH and safe handling. • All new staff have been inducted in health and safety policies and procedures relevant to their position. • Liaise with Health and Safety (H & S) Advisor and senior management on health and safety programmes and initiatives. • Ensure regular audits are carried out to monitor hazard controls and to identify new hazards. • In conjunction with the Well NZ Rehabilitation Co-ordinator, support employee's rehabilitation plan, to ensure early and durable return to work. • Promote safe handling and H & S initiatives within the area.
<p>Undertake other duties as reasonably directed by the Nursing Director/Director of Nursing</p>	<ul style="list-style-type: none"> • Complete all duties in a professional and timely manner and in the best interests of the hospital. • Carry Emergency Response pager as per roster.

<p>Te Tiriti o Waitangi</p>	<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.
<p>Equity</p>	<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. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
<p>Culture and People Leadership</p>	<ul style="list-style-type: none"> • Leads, nurtures and develops our team to make them feel valued. • Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. • Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. • Implements and maintains People & Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation’s strategic and business goals. • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened.
<p>Innovation & Improvement</p>	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table. • Models an agile approach –tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
<p>Collaboration and Relationship Management</p>	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.

Health & safety	<p>Managers are to take all practicable steps to ensure the health and safety of employees at work and maintain knowledge of HNZ health and safety systems and policies.</p> <p>This will be achieved by ensuring:</p> <ul style="list-style-type: none"> • Health and safety programmes are sustained by allocating sufficient resources for health and safety to function effectively. This includes regular liaison with the Health and Safety Advisor. • Employee participation is encouraged and supported in processes for improving health and safety in the workplace and by employee attendance at health and safety meetings. • A system is in place for identifying and regularly assessing hazards in the workplace and controlling significant hazards. • All employees are provided with information about the hazards and controls that they will encounter at work. • Regular workplace audits are carried out. • All employees receive and have signed off an induction to their workplace and to health and safety policies and procedures. • All employees receive relevant information and training on health and safety including emergency procedures relevant to their area of work and the appropriate use of personal protective equipment they may need to use. • All accidents and injuries are accurately reported, investigated and documentation is forwarded on to the Health and Safety Advisor within agreed timeframes. • Support and participation occurs in employee’s rehabilitation for an early and durable return to work following injury or illness.
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to the Nursing Director/Service Manager

- Security breaches.
- Serious incidents relating to patients or staff well-being.
- Staff performance, which may require disciplinary action.
- Quality standards failures or deficiencies
- Any matters which do not comply with Canterbury District Health Board’s policies and procedures.

Relationships

	Internal
External	
<ul style="list-style-type: none"> • Relationships with external providers such as Ara, Otago 	<ul style="list-style-type: none"> • Service Manager • Director of Nursing Services

University, Nurse Maude, St Georges etc

- Nursing Director
- Nursing Staff
- Other Charge Nurse Managers
- Professional Development Unit and Nurse educators
- Members of the Multidisciplinary team
- Clinical Nurse Specialists
- Medical Staff
- Human Resources
- Finance team

About you – to succeed in this role

You must have

Essential:

- Be registered with the New Zealand Nursing Council of New Zealand as Registered general or Registered Comprehensive Nurse and hold a current Nursing Council of New Zealand Practising Certificate.
- Have extensive experience in the nursing specialty.
- Holds or actively working towards a relevant Post Graduate Diploma

You will be able to

Essential:

- Demonstrate the ability to develop and implement a nursing care delivery system.
- Demonstrate a commitment to staff development and research based practice.
- Promote accountable nursing practice.
- Be capable of detailed communication with a broad range of people.
- Have the ability to motivate staff and be a team person with an ability for goal achievement.
- Be computer literate and have the ability to expand on those skills.
- Have the vision and ability to accommodate change.
- Have a commitment to Health NZ | Te Whatu Ora - Waitaha | Canterbury's vision and direction.
- Demonstrated problem solving, negotiation and advocacy skills.
- A working understanding of the Treaty of Waitangi, and demonstrated commitment to bi-culturalism
- Initiative and ability to work under pressure.
- Be able to work effectively within a health team which relies on strong relationships with line management and professional leadership roles.

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.