

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Clinical Nurse Manager / Team Manager
Reports to	Operationally: Clinical Manager Mental Health Services (Central) Professionally: Nurse Director (Operations)/Director of Allied Health, Scientific & Technical
Location	West Coast
Department	Child & Adolescent Mental Health Service
Date	2022
Salary band (indicative)ⁱ	NZNO Nursing or PSA Allied Health Salary Scale
Children's Worker roleⁱⁱ	Yes

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

The Clinical Nurse Manager/Team Manager (Child & Adolescent Mental Health Service) is a recognised member of the Te Tai o Poutini leadership team and is responsible for working with Operational Managers, the Nurse Director (Operations), Director Allied Health Scientific & Technical, other leadership, and direct reports to enable excellence in rural clinical outcomes in alignment with the Te Tai o Poutini vision and values. To achieve this, this role will lead and empower staff to provide high quality, integrated care that is also sustainable. The key deliverables of the role include providing operational management and/or clinical/professional leadership to:

1. Manage the following team(s): Child & Adolescent Mental Health Service.
2. Ensure: a positive working environment; staff performance; that workforce resource is matched to demand; and that safe-staffing is achieved through evidencebased, 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 Te Tai o Poutini early workforce pipeline, grow the Māori workforce, develop the existing workforce; and enable effective recruitment, retention, and succession planning
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
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.

Most challenging duties typically undertaken, or most complex problems solved:

- Effective operational management of the Child & Adolescent Mental Health Service to implement new ways of working informed by the strategic direction of the Te Tai o Poutini 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

Health New Zealand Te Tai o Poutini West Coast Mental Health System operates a recovery-oriented, community-based, connected, stepped care, locality model. Primary, Kaupapa Māori, NGO Community Care and Specialist Mental Health Services collaborate to ensure comprehensive cultural, clinical, psychosocial, and acute crisis response is provided to the person and their family/whānau.

This role fulfils key functions in adherence to and efficacy of the Connecting Care Model by ensuring support and other interventions are accessed in primary and community services with care complimented, supported by, or stepped up to specialist mental health services as required. Integration and ease of access is supported by a joined-up referrals management service (RMS) functioning as a single point of access/entry for the whole Mental Health System inclusive of Health New Zealand-Te Whatu Ora Specialist Mental Health Services and all contracted Mental Health Primary, Kaupapa and NGO Community Services (acknowledging other pathways also in place to access Kaupapa Māori Hauora Providers).

Key Result Area	Expected Outcomes / Performance Indicators
Health and Safety Maintaining a high quality, safe and secure work environment by following relevant Te Tai o Poutini and divisional policies, protocols and standards.	All Te Tai o Poutini 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 Te Tai o Poutini policies and procedures. This includes: • 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 policies including those related to handling of instruments, storage of medicines, disposal of sharps, and any other potentially dangerous equipment or substances.
Quality Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement.	Every Te Tai o Poutini staff member is responsible for ensuring a quality service is provided. This includes: • 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. • Setting quality standards in conjunction with the Director of Nursing and Director of Allied Health Scientific & Technical • 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 Te Tai o Poutini Quality Team and the Clinical Quality Improvement Team (CQIT) to implement initiatives aimed at improving the patient journey and care standards.
Advanced clinical and professional leadership 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. Leading a high standard of professional, legal, and ethical responsibilities; and cultural safety. Leading compliance with all Te Tai o Poutini policies and procedures. Leading to enable evidence-based knowledge and clinical judgement. Escalating clinical and professional issues appropriately.	• 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 Te Tai o Poutini and transalpine policies and procedures and leads/coordinates/has input into the review and development of these. • Supports the Nurse Director Operations, Director of Nursing and Associate Director Allied Health Scientific & Technical to oversee care standards, and in: providing 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 (e.g., Director of Nursing and/or Director of Allied Health), including: Deficiencies in quality care and professional standards, Incidents related to consumers, which may affect wellbeing, Matters of noncompliance with the Te Tai o Poutini policies and

	procedures, Matters of unresolved staff conflict, Security breaches and quality standards failure
Advanced management of clinical care Providing advanced operational management. Leading an environment that contributes to ongoing demonstration and evaluation of clinical competencies. Leading and promoting evidence-based nursing knowledge in the holistic management of clinical care. Working with clients, family/whānau, and other health professionals to provide timely access to care in order to optimise outcomes. 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. Leading and promoting accurate and	Demonstrates advanced operational management of own team to enable: • Person/whānau led care. • Excellence in Māori health and disability outcomes • Excellence in rural health and disability outcomes • The Te Tai o Poutini 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: • Assessment • Diagnostic inquiry • Planning • Interventions/treatment • Evaluation of clinical care • 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

professional documentation and maintenance of data security at all times. Preventing, identifying, managing, and escalating matters of clinical risk appropriately.	• 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 Te Tai o Poutini). 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 Te Tai o Poutini policy. • Ensures all collected information is stored and access-protected in accordance with the Health Information Privacy Code (1994) • 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
Own competence and professional development Maintaining competence in line with	• Maintains organisational requirements around mandatory training and other professional development requirements relevant to role. • Undertakes professional development activities as approved/requested by line managers, to keep abreast of current trends and issues.

standards stipulated by registration body for your clinical profession. Demonstrating a personal commitment to maintaining requirements of continuing competence, including professional development hours.	• Participates in own annual competence/performance review, with feedback utilised proactively as an opportunity for professional growth. • 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)
Reporting line, base, hours of work, and work resources Maintaining appropriate practice hours to maintain clinical competence.	• Reports daily to line manager(s) and is based in Greymouth; however, travels regularly throughout the West Coast 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 Te Tai o Poutini mobile phone; maintaining replacement as required and returns all resources if exits the role.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.

Health & safety	- Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. - Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. - Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	- 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.

Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
- Iwi, hapu, whānau and other community stakeholders - Te Whatu Ora Waitaha - 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 - Te Tai o Poutini Primary Health Organisation (PHO [insert external relationships])	- Consumers, family/whānau and carers - Mental Health Leadership Team (Clinical Director, Clinical Manager-Mental Health, Nurse Consultant-Mental Health, Nurse Educator-Mental Health, Nurse Practitioner-Mental Health & Quality Facilitator) - Mental health teams located in all regions, including: AOD, locality based Adult Community Mental Health teams, and Māori Mental Health

	• 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 • Director of Allied Health, Scientific & Technical • Associate Director Allied Health. Scientific & Tech • People & Capability • Planning & Funding • Quality Team
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About you – to succeed in this role

You will have

Essential:

- New Zealand Registered Health Professional 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)
- Clinically credible, respected, and person-centred
- Demonstrates high standards in terms of personal competence and professional practice.
- 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

Desired:

- 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)

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

Knowledge of (but not limited to):

- Employment Law
- Health Practitioners Competence Assurance Act (2003)
- Treaty of Waitangi and its application to health
- 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)

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.