

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	Nurse Coordinator
Reports to	Nursing Director – Blood/Cancer/Palliative/Afterhours and Ambulatory Care
Location	Christchurch
Department	After Hours
Date	July 2022
Salary band (indicative)ⁱ	NZNO Designated Senior Nurse Salary Scales Grade 1
Children's Worker roleⁱⁱ	No

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:

Supports the Duty Nurse Manager who has 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.

Position covers 16 hours per day PM's & Nights, seven days a week. Plus, weekend morning hours refers to 0800 – 1600 hours Saturday & Sundays.

Key Result Area	Expected Outcomes / Performance Indicators
Supports the Coordination and Management of Christchurch Hospital Patient Flow processes	- Supports the Duty Nurse Manager (DNM) with patient flow processes. - Supporting the DNM with patient admissions and transfer activity whilst monitoring capacity both currently and prospectively. - Maintains liaison with Duty Managers, Nursing Directors, Nurse Managers and Charge - Nurse Managers to support the DNM's with efficient and effective bed utilisation in the afterhours and weekends. - Assists the DNM in the coordination of all inter-hospital transfer activity including liaison with referring DHB and CDHB Air Retrieval Team Coordinator as required.

	• Is up to date with all new technologies pertaining to managing patient flow and utilises these technologies to support the DNM to optimise timely patient flow processes. • Supports the DNM to evaluate capacity, acuity and utilisation of available resources.
Coordination of Nursing Staff Resources	• Supports the DNM to deploy and adjust Hospital Aide resources to meet changes, demand and contingencies. • Supports the DNM to resolve staff shortages or crises. • 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. • Assesses projected staffing deficits and resource requirements for future shifts and supports the DNM with calling in staff. • Operates in a fiscally responsible manner.
Leadership	• Acts as the Organisation's 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 these. • Identifies and supports the DNM to manage any key management, operational, resource, clinical, security, and 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 organisational 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 organisation.
Problem Solving, Decision Making and Risk Management	• Supports the DNM with managing 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 organisational policies, procedures, guidelines and protocols. • Supports the DNM to manage staff performance issues and complaints with appropriate first line actions and discretion, whilst in accordance with organisational policy.

	- Assists in the development, implementation and evaluation of policies, procedures, guidelines and systems to ensure that they effectively underpin the functioning of Christchurch campus. - Utilises 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 resources. - Maintains confidentiality of all information in accordance with Privacy Acts and Organisational policy.
Building and Maintaining Relationships	- 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 campus 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 intervention. - Supports the DNM to make appropriate judgements in complex disputes and communicates these effectively to affected parties. - Provides support to staff and service users in distress. - Supports the DNM to manage employee relations and conflict positively, diplomatically, confidentially and respectfully.
Emergency Response Management	- After-hours: Supports the DNM to activate 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, supports as appropriate. - Supports the DNM to provide rapid and appropriate resources to acutely unwell patients in collaboration with the CTC. - Supports the DNM to facilitate transfer of patients to appropriate care setting as required. - Follows processes developed by the DNM and potential action plans for the re-allocation of current in-patient placements to facilitate timely admission of mass casualties etc. - Assists the DNM with liaison with security personnel in event of a security risk/breach, notifying Police, as required.
Professional Accountability	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.
Delegated Responsibilities from Director of Nursing Services and General Manager	• 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 Duty Manager, on Call Director of Nursing Services, and Director of Nursing Services /General Manager.
Professional Development	• Demonstrates commitment to self-development which is aligned to the Afterhours Co-ordinator • 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, or 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 relevant data management systems. • Participates in relevant professional activities and educational programmes.
Quality Improvement	• 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 healthcare. • 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.

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.

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

Relationships

External	Internal
• Individual patients/families/members of the public as required. • Duty Nurse Managers/Bed Managers/ Transport Coordinators from secondary level hospitals within the region, and other Health	• Director of Nursing Services • General Manager – Medical and Surgical Services • Nursing Directors/Nurse Managers • Duty Nurse Managers • Service Managers

New Zealand facilities outside of Canterbury. • Nursing Agencies. • Coroner and Police. • Ministry of Health.	• Charge Nurse Managers/Associate Clinical Nurse Managers/Nurses in Charge • Clinical Team Coordinators (CTC) • Duty Nurse Manager Resource Nurses and Transit service • Hospital Pool Staff • 1Nursing Support Officers/Clerical Staff • All Medical and Nursing Personnel • Air Retrieval Staff • Health Professionals, Ancillary Staff, Contractors on-site and after-hours • Security Staff, Orderlies, Mortuary Staff
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About you – to succeed in this role

You will have

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 the organisation's vision and direction
- 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

Desired:

- Experience in a management role within an acute tertiary setting.

- Holds post graduate management qualification or working towards same.

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.

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.