

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	Associate Charge Nurse Manager
Reports to	Charge Nurse Manager
Location	Christchurch
Salary band (indicative)ⁱ	NZNO Senior Nursing Salary Scale, Grade 2
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:

- Supports the role of the Charge Nurse Manager or Nurse Manager of the unit or ward.
- Uses expert clinical skills knowledge to coordinate and support an effective practice environment.
- Models expert clinical practice in direct patient care as required.
- Provides clinical leadership for staff and assists with coaching and supervision of staff on a shift or as part of postgraduate study.
- Holds ongoing delegated responsibility for aspects of the Charge Nurse Manager role as stated. For example; Rostering, Performance Review, Assigned portfolio
- Provides nursing leadership in emergency response processes, clinical or environmental.

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Practice: Promotes a high standard of professional nursing practice that is contemporary	• Demonstrates expert knowledge and clinical skills reflecting the nursing process in the provision of patient care. • Works with other clinical leaders to develop guidelines and clinical protocols for care that are patient/whanau focused and consistent with nursing practice standards. • Encourages nursing team members to work to the level of their skill and knowledge with the level of oversight appropriate to each individual.

and patient focused.	• Displays expert delegation skills in staff allocation and leadership. • Provides leadership and professional nursing advice to nurses and other team members regarding patient care, procedures and policy. • Supports staff in the provision of care in complex clinical situations requiring critical thinking, prioritisation and access to specific specialty skills. • Ensures patient transfer of care is completed safely and appropriately between nurses, wards/departments and/or hospitals. • Demonstrates skill in situation assessment and development of proactive solutions to future needs of the shift. • Directly supports staff closest to emerging clinical risk situations and incidents in a calm and ordered way that ensures safety, respect for the skills of other staff and consistency with organisational policy. • Knows the priorities for the nursing service, as determined with the Charge Nurse Manager/Nurse Manager, and focuses on these in practice. • Identifies and proposes new clinical practices based on research, expert knowledge and technical competencies for discussion and decision at the appropriate level of the organisation.
Communication: Interacts effectively with patients/clients, family members and health team members	• Role models positive and professional behaviours in communication style and content with clear and accurate written and oral communication skills. • Demonstrates safety in de-escalation of situations where there is emerging conflict or confrontation including appropriate 'exit' options for all concerned. • Provides fair and constructive feedback regarding staff and service performance against expectations. • Facilitates an environment, which allows respect and sensitivity towards the rights, beliefs and choices of patients and their families. • Participates regularly in departmental and nursing service meetings. Contributes to terms of reference and minutes when required. • Understands patient privacy and disclosure requirements and maintains confidentiality of information consistent with these guidelines. • Communicates any concerns regarding staff member performance or wellness, whether managed or unmanaged within a shift, to the Charge Nurse Manager/Nurse Manager.
Team Leadership: The Associate Charge Nurse Manager leads the team on a shift and assists in the	• Actively works on the quality plan for the service and supports audit and care improvement activities in practice. • Reflects team and CDHB values in the leadership of care in an inter-disciplinary environment and supports certification and credentialing activity.

maintenance and development of the systems that support continuous improvement in patient care.	• Reflects and actively supports the team in meeting the obligations of the Treaty of Waitangi and reduction of disparity of health outcomes for Maori • Is an active and productive member of the senior nursing service. • Ensures staff on the shift have regular team briefings at commencement of shift, on patient transfer of care and when there are changes from expected activity/demand. • Leads informal debriefing sessions with the team after unexpected events and ensures more formal options for debrief are arranged by the Charge Nurse Manager/Nurse Manager as indicated. • Recognises individual team member contributions and encourages engagement and innovations by the whole team. • Provides leadership and guidance to team members about PDRP participation and other professional practice development activities. • Works as a change agent for initiatives that are approved by the Charge Nurse Manager/Nurse Manager.
Management: Demonstrates effective management of activities delegated by the CNM/NM	• Updates patient and staff information systems each shift. • Completes reporting and initial investigation into incidents and errors within the shift for reporting to CNM/NM. • Co-ordinates and uses resources (time, equipment and staff) efficiently and effectively. • Participates, with the CNM/NM, in the recruitment and selection of new staff as required • Completes performance review and goal setting in consultation as delegated by the CNM/NM. • Delegates appropriately to staff and provides supervision at the appropriate level to support safe practice. • Matches, and regularly reviews, assessed care needs to available staff resources within acceptable limits and elevates care deficit risk to the CNM/NM/DNM appropriately. • Monitors quality outcome measures as set by the CNM/NM and manages variation and risk within a shift. • Ensures the working environment is safe and meets occupational health requirements. • Notes opportunities for service improvement and raises these with the CNM/NM for wider discussion. • Is aware of potential budget variation risk and refers budget matters to correct level of delegation. • Accepts and develops expertise in a delegated management portfolio (1) agreed with CNM/NM. • Keep CNM/NM or DNM apprised of changes to planned service and provide advice as requested for service planning.
Professional development: Demonstrates responsibility, accountability and commitment	• Demonstrates individual responsibility by actively pursuing further education in clinical and leadership skills and knowledge. • Keeps updated in NCNZ Code of Conduct and professional practice requirements and works within these at all times.

to developing and extending personal and team professional practice	• Maintains clinical competencies required for this role as set by CNM/NM e.g. CPR, EPT, IV Therapy, CVAD venepuncture and IV Cannulation. • Develops networks locally, regionally and nationally with nurses working within a similar service for benchmarking clinical protocols and practice. • Regularly reviews published resources for changes in best practice. • Develops and maintains a professional portfolio. • Negotiates with the Charge Nurse Manager/Nurse Manager to attend educational opportunities and conferences relevant to the role and scope of practice. • Shares knowledge and skills as a supervisor and mentor to develop the skills of the team and support access to learning opportunities in the work environment. • Supports the Nurse Educator developing and delivering educational sessions for staff in both clinical and scheduled learning environments including orientation for new staff. • Contributes to research and audit projects being conducted within the department.
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

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Any actions potentially outside delegated authority
- Security Breaches
- Incidents relating to patients or staff well-being that require further investigation or measures that have been taken to address these within a shift
- Staff performance issues that challenge agreed Standards of Professional Nursing.
- Quality, Health and Safety and Risk Reduction standard failures
- Any matters which do not comply with Canterbury District Health Board's policies and procedures.

Relationships

External	Internal
• External Health Care providers- Ambulance, Acute Demand, CREST • Tertiary Health Education providers • Nursing Council of New Zealand • Defence Force staff – ED only • New Zealand Police and Fire Service • General Practitioners including 24 hour surgery	• Nursing Directorate • Duty Nurse Managers • Clinical Team Coordinators and Nurse Coordinators – After Hours • Senior Nursing team in the ward/unit • Inter-disciplinary team members of the ward/unit • Other clinical and support services of the CDHB • Administrative staff • Nursing Students – undergraduate and postgraduate • Service Managers • Transit service and Air Retrieval staff • Orderlies • Department of Nursing staff • Professional Development Unit & Workforce Development Team • People and Capability Team

	• Transfer of Care Team • Security Team • Other support teams as required e.g. Clinical engineering, Maintenance • Emergency Response & Business Continuity Team • CDHB Communications Team – ED only for general mass casualty information
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About you – to succeed in this role

You will have

Essential:

- Be registered with the New Zealand Nursing Council as a Registered General or Registered Comprehensive Nurse.
- Hold a current Nursing Council of New Zealand Practising Certificate.
- Have expert clinical experience in the specialist clinical area
- Previous experience in team leadership – may be non-nursing related.
- Has commenced or completed a PG Certificate qualification.
- Commitment to the PDRP Process

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.
- Demonstrate the ability to contribute to the development and implementation of a strong health care delivery system.
- Demonstrate sound leadership abilities
- Proven ability in managing both clinical and non-clinical crisis situations.
- Demonstrate the ability to manage fluctuating workloads in a busy, pressured environment.
- Holds (or is working towards) post graduate qualifications relevant to the position.
- Have a commitment to relevant professional development.

- Demonstrates a commitment to staff development and research-based practice.
- Promotes accountable nursing practice.
- Be articulate and capable of detailed communication with a broad range of people.
- Have the ability to motivate staff and be a team person with ability for goal achievement.
- Be computer literate and could expand on those skills.
- Have the vision and ability to accommodate change.
- Commitment to ongoing involvement in quality improvement projects/initiatives
- Proficient or Expert on the Professional Development Recognition Programme
- Have a commitment to Canterbury District Health Board's vision and direction
- Ability to negotiate and participate in conflict management

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.