

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
Reports to	Operationally – Operations Manager Inpatient and Transalpine Services Professionally - Nurse Director Operations
Location	Greymouth
Department	General Ward and CCU

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 is responsible for working collaboratively with Operational Managers and the Nurse Director Operations to support excellence in rural clinical outcomes, aligned with the vision and values of Health New Zealand Te Tai o Poutini. The Clinical Nurse Manager will achieve this by providing strong clinical leadership and supporting and empowering staff to deliver high-quality, integrated, equitable, and sustainable care.

- 1. Operational Leadership and Management**

Support the operational management team to ensure a positive and supportive working environment, effective performance management, and appropriate workforce resources aligned with service demand. Promote safe staffing through evidence-based and transparent decision-making, in accordance with relevant MECAs and organisational requirements.

- 2. Workforce Development and Sustainability**

Contribute to the development of a sustainable health workforce by working collaboratively to strengthen early workforce pipelines, grow the Māori workforce, support effective recruitment and retention, and develop succession planning strategies.

- 3. Clinical Leadership and Equity**

Provide clinical leadership to ensure care is evidence-based, culturally competent, timely, appropriate, and focused on achieving equitable health outcomes. Promote integrated, interprofessional models of care and lead service delivery changes that

enhance the consumer experience and improve outcomes, with a particular focus on achieving equity for Māori.

4. Change and Service Transformation

Act as a change agent by supporting sustainable service improvements informed by national and local strategies. Promote collaboration and integration to further embed the Health New Zealand Te Tai o Poutini model of care.

5. Service and Practice Development

Support ongoing service and practice development by establishing and improving processes within the service and enabling colleagues to achieve excellence in rural clinical care.

6. Operational Support and Delegation

Accept delegated responsibilities and provide operational leadership as required, including opportunities to deputise in roles such as Duty Manager and Duty Nurse Manager.

7. Professional Development and Capability

Facilitate, support, and supervise the ongoing professional development of colleagues within the service, fostering a culture of learning, professional growth, accountability, and clinical excellence.

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

- Providing effective performance management that develops staff capability, supports staff to work at the top of their scope, maximises achievement against key performance indicators, and fosters a positive and professional workplace culture.
- Working closely with the Associate Clinical Nurse Manager to provide cohesive service delivery across Medical, Surgical, Assessment, Treatment and Rehabilitation (AT&R), and Coronary Care Unit (CCU) services.
- Ensuring required audits are completed and maintained, and that the service meets Cornerstone accreditation standards.
- Promoting wellness and health promotion in alignment with the Ottawa Charter and the principles of Te Tiriti o Waitangi.
- Ensuring staff practice complies with Ministry requirements, relevant regulations, and service specifications.
- Maintaining equitable access to services while addressing the challenges associated with the geographically dispersed rural population.
- Using skilled, evidence-based negotiation to allocate workforce resources appropriately and equitably. This includes supporting fair employment practices and ensuring people receive timely, coordinated care across the care continuum, with a particular focus on achieving equitable health outcomes for Māori.
- Supporting service integration by developing collaborative relationships and implementing processes that enable consistent, sustainable, and coordinated service delivery.
- Contributing to service development through the creation and review of pathways, protocols, and guidelines, and by leading quality initiatives that support ongoing improvement.
- Providing expert nursing care through direct clinical practice and supporting other staff in assessing and managing people receiving care from the service.

Key Result Area	Expected Outcomes / Performance Indicators
Professional Responsibility	• Role models and reinforces team responsibility for ensuring individual decisions, practice and conduct meet the

and Accountability	professional, ethical, and legal standards outlined in relevant legislation, professional codes, and organisational policies. • Role models and leads adherence to all Health New Zealand Te Tai o Poutini policies and procedures and ensures practice is consistent with relevant professional and ethical frameworks. • Identifies, discusses, documents, and appropriately manages ethical issues in partnership with people, whānau and the interprofessional team. • Role models and promotes practice that people and their whānau consider culturally safe. • Role models and promotes practice that tangata whenua and whānau consider culturally safe and that reflects the principles of Te Tiriti o Waitangi, with a focus on achieving equitable health outcomes for Māori. • Contributes to an environment that recognises and prioritises the access, leadership and needs of tangata whenua/Māori and Pacific peoples, including the achievement of equitable health outcomes. • Role models and promotes professional communication, sound decision-making, accountability, and professional autonomy. • Role models and promotes accountability for directing, monitoring, and evaluating nursing care provided by Nurse Assistants, Enrolled Nurses, and other members of the care team. Draws on the knowledge and experience of senior members of the healthcare team to support problem-solving and the setting of priorities. • Represents the organisation and the nursing profession positively and consistently maintains a professional image. • Promotes an environment that supports patient safety, independence, quality of life and health and wellbeing. • Keeps the line manager and relevant team members informed of emerging clinical or professional issues. • Escalates matters and concerns relating to professional practice to the line manager and relevant Executive Clinical Lead, such as the Nurse Director. These include: ○ deficiencies in the quality of care or professional standards ○ incidents involving people receiving care that may affect their safety or wellbeing. ○ non-compliance with Health New Zealand Te Tai o Poutini policies or procedures ○ unresolved staff conflict ○ security breaches or failures to meet required quality standards.
Management of Nursing Care	• Promotes planned, timely and evidence-based clinical care that is person- and whānau-led and supports equitable Māori, rural health, and disability outcomes.

	• Uses holistic assessment, diagnostic inquiry, care planning, intervention, and evaluation to support collaborative clinical decision-making. • Ensures people and whānau are active, informed partners in care planning, goal setting, health promotion and decision-making. • Provides culturally and cognitively appropriate information and education that supports informed consent, health literacy and self-management. • Coordinates and prioritises caseloads, referrals, and transitions between services to ensure safe, timely and continuous care. • Collaborates with internal and external health professionals, Māori health services and cross-sector partners to improve access and achieve agreed care outcomes. • Identifies and addresses barriers to accessing services and advocates for people, whānau and the care team when appropriate. • Ensures clinical information, consent, risk assessments and care decisions are documented accurately, securely and within required timeframes, in accordance with organisational and privacy requirements. • Promotes restraint minimisation and works collaboratively to prevent, escalate, and manage clinical risk, adverse events, crises and emergencies. • Recognises the limits of their own knowledge and authority and seeks appropriate advice or assistance when required.
Interpersonal Relationships	• Establishes, maintains, and concludes therapeutic interpersonal relationships with clients and whānau. • Promotes practice in a negotiated partnership with the client and whānau (where and when possible) • Role models professional communication in all interactions • Establishes and maintains professional relationships with key stakeholders working within Health New Zealand- Te Tai o Poutini, West Coast, and South Island; ensuring the service is well connected and informed, while also sharing a rural perspective • Promotes a work environment conducive to harmonious work relationships and high staff morale. • Role models and promotes professional conflict resolution. • Coordinates de-fusing and de-briefing activities within the service and outside the service (as appropriate) • Promotes, leads, and supervises a 'zero-tolerance' approach to bullying. • Promotes the development of a culture of appreciation among staff
Interprofessional Health Care and Quality Improvement	• Promotes and participates in an environment that encourages collaboration between members of the health care team to facilitate and coordinate care. • Role models the principles of interprofessional practice and respects and values the contributions of others within the care

	team. Can articulate how interprofessional practice helps to achieve high quality, client-centred care. • Coordinates multi-disciplinary team meetings and family conferences; representing the nursing perspective of client needs, and enacting outcomes appropriately. • Promotes referrals to other members of the health care team in a timely manner. • Promotes a nursing perspective within the care team
Supporting and Facilitating the Development of Others	• Prioritises their workload to provide timely support, coaching, guidance and mentorship to individuals and the wider team. • Promotes a learning environment that supports evidence-based practice, reflective learning and ongoing professional development. • Provides education and maintains high-quality preceptorship for colleagues, students and other staff, using contemporary teaching principles and approved learning frameworks. • Supports early-career nurses through relevant NETP and PDRP frameworks and encourages access to debriefing and professional or clinical supervision. • Empowers and motivates staff to extend their knowledge and skills, achieve their potential, deliver quality care and contribute to workforce satisfaction and retention.
Human Resource Management	• Ensures induction and orientation processes are completed, documented and consistently applied across the service. • Maintains accurate and secure personnel records in accordance with Health New Zealand Te Tai o Poutini policies and privacy requirements. • Supports individual and service-level development plans, including professional certification, mandatory training, performance appraisal, supervision, credentialing, career development and succession planning. • Leads performance appraisal and management processes, using systematic evaluation, clinical audit, organisational requirements and evidence-based standards to assess practice. • Addresses practice concerns using a timely, supportive, strengths-based and evidence-informed approach. • Works with the Nurse Director Operations and People and Capability, when required, to manage grievances, disciplinary matters and performance concerns in accordance with organisational policies. • Leads workforce development, recruitment, retention, succession planning and wellbeing initiatives to maintain a sustainable workforce and positive workplace culture. • Supports new staff and their families to integrate into the local community, promoting workforce satisfaction and retention. • Works in partnership with Southern and Central management teams to support coordinated workforce and human-resource management

Resource Utilisation and Financial Performance	• Alongside the operational management team, accepts fiscal responsibility regarding allocated resources to optimise the provision of high quality, cost-effective, rural health care • With guidance from Nurse Director Operations advises and provides direction on best use of resources to meet the service's strategic direction and commitments contained in Health New Zealand Te Tai o Poutini's Annual Plan • Supports budget and forecasting activities, specifically around resourcing and expenditure within the service. Works alongside the operational management team to ensure accurate budgeting of resource within the service. • Provides direction regarding capital expenditure within the service, as well as new investments (i.e. technologies) • Works in conjunction with the Trendcare, CCDM coordinators and the Nurse Director Operations to ensure effective and sustainable rostering of the workforce; ensuring adherence to the principles of CCDM, relevant MECAs, and budgets • Manages staff leave within the service in adherence to Health New Zealand Te Tai o Poutini policy • Assists the Operational Manager to ensure equipment is maintained in a serviceable and cost-efficient manner, and that planning is undertaken for replacement as necessary • Supports the efficient use and ordering of centralised supplies to ensure adequate stocks are maintained within agreed levels • Supports the Operational Manager to confirm/authorise the accuracy of timesheets
Change Management	• Supports the Operational Manager of the service with all aspects of change management • Manages and promotes change positively to enable successful change processes that are people-centred and result in demonstrable improvements to quality care • Supports the team to transition to new ways of working informed by service need and evidence-based practice • Utilises evidence-based change management principles to lead, guide, and support staff to make key changes required to implement an integrated health service model of care in collaboration with relevant leadership
Quality	Every Health New Zealand Te Tai o Poutini staff member is responsible for contributing to the delivery of a safe, high-quality service. This includes: • Identifying and implementing quality-improvement activities in collaboration with line managers and key stakeholders. • Supporting full compliance with audit schedules, accreditation requirements, legislation and national and organisational standards. • Participating in clinical audits, corrective actions and the timely investigation and management of complaints.

	- Contributing to the development and review of policies, procedures and innovative approaches to practice. - Working collaboratively with colleagues, the interprofessional team, the Quality Team and the Clinical Quality Improvement Team to improve care standards, patient outcomes and the patient journey.
Special Projects and Other Duties	- Participates in relevant groups and committees as directed by the line manager. - Acts as a resource person for approved areas of specialist knowledge or interest. - Deputises for the line manager and undertakes delegated responsibilities as required.
Reporting Line, Base, Hours of Work and Work resources	- Reports to and maintains regular communication with the line manager, including monthly review of progress against agreed deliverables. - Agrees hours of work with the line manager. - Maintains sufficient practice hours and meets all continuing competence requirements necessary to hold a current Annual Practising Certificate. - Promptly advises the line manager of any changes to their scope or conditions of practice. - Ensures all required monthly reporting is accurate and completed within agreed timeframes.
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 • Canterbury District Health Board • Non-Governmental Organisations (NGOs) and other providers of health/disability/support services • Private Care Providers (i.e. General Practice) • ICU and CCU facilities providers both West Coast and throughout NZ • West Coast Health • Police and emergency services • Older persons Health • Ministry of Health • Universities • Polytechnics	• Consumers, family/whānau and carers • All other Te Tai o Poutini West Coast staff • Central Region leadership (i.e. Director of Nursing, Nurse Directors, Nurse Consultants, Duty Nurse Managers, TrendCare Coordinator) • Director of Nursing • Finance – Management Accountant • Regional leadership (i.e. Operations Managers, CNMs, ACNMs) • Interprofessional team • Consumer council • CNS/Nurse Consultants • Māori Health Team • Primary Care team • Mental health teams • Workforce Development Team/Education Cluster • People & Capability • Planning & Funding

- Quality Team

About you – to succeed in this role

You will have

Essential:

- [New Zealand Registered Nurse 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 5 years' post-registration experience
- Completion of, or personal commitment to undertake, cultural competency training
- Full 'clean' NZ driver's license and the ability to drive a manual transmission vehicle
- Computer literacy (i.e. Microsoft suite)
- Has ability to work with Children.
- Has experience in CCU and medical or surgical nursing
- 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
- 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 work as part of a team and positively contribute to the achievement of shared goals/outcomes
- Able to work under pressure and prioritise competing demands

Desired:

- Previous experience in a senior nursing position

- Current portfolio as part of the Professional Development and Recognition Programme (PDRP)
- Post graduate qualification

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.
-