

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	Duty Nurse Manager
Reports to	Nurse Manager, Acute and Inpatient
Location	Ashburton
Department	Ashburton Health Services
Date	October 2026
Salary band (indicative)ⁱ	NZNO Senior Nursing Salary Scale Grade 3, Step 1 - 3
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 Duty Nurse Manager is responsible for the effective and efficient management of the AHS (including Tuarangi, District Nursing and Home Based Support Services) and supervision (at Ashburton Hospital) of nursing practice after hours, public holidays and weekends.

Key Result Area	Expected Outcomes / Performance Indicators
To provide clinical co-ordination and supervision across AHS.	- Maintain a high clinical profile. - Co-ordinate, evaluate and offer clinical advice, based on best practice, cultural safety and principles of the Treaty of Waitangi, to nursing staff, promoting a high standard of patient care. - Effectively liaise with Director of Nursing, Nurse Managers, Associate Clinical Nurse Managers, Charge Midwifery Manager to ensure continuity of management and clinical practice to facilitate safe and efficient service delivery after hours. - Act as a resource person for nursing staff and other clinical practitioners. - Supervise and evaluate nursing practise across the site. - Utilise appropriate strategies to bring about practice changes or support where indicated e.g. debriefing, clinical incident review in consultation with appropriate senior colleagues.

	• Ensure that all Health NZ policies and procedures are known and adhered to, or as appropriate, report alternatives to Nurse Manager for discussion and possible action. • Ensure professional standards are met and compliance is monitored, including meeting requirements of Code of Health and Disability Services Consumers Rights. • Initiate appropriate action and take leadership when necessary (e.g. if no other senior staff available), in an emergency e.g. fire, civil defence. • Meet regularly with the Nurse Manager to brief and update them on clinical and resource matters. • Communicate as necessary with members of the public, relatives, families/whanau, ensuring any problems identified are solved as quickly as possible and quality of care is maintained. • Refer as soon as necessary and appropriate issues or problems that are unable to be solved to either Nurse Manager or Director of Nursing or / and General Manager, Ashburton & Rural Health Services (A&RHS).
To ensure that clinical services are effectively and efficiently utilised to meet patient need.	• Adhere to safe staffing principles in discussion with nursing team and utilising clinical experience and judgement. Overtime and additional staffing needs will be reported to Nurse Manager. • Co-ordinate clinical and other resources to ensure patient needs are effectively and efficiently met, mindful of operational budgets and allocations. • Ensure staff are rostered according to the requirements of employee collective agreements. • Monitor patient security and confidentiality of patient information, ensuring compliance with relevant legislation and Health NZ policies. Breaches of security will be notified to Manager of Security, Police and senior management as appropriate, and according to Incident Management Policy. • Maintain knowledge of utilised computer systems and use them appropriately to ensure quality services are supported. • Participate in and when requested lead quality improvement activities which assist in ensuring quality service delivery. • Carry telephone after hours as required, ensuring efficient, appropriate communications with callers at all times.
To work with Director of Nursing, Nurse Managers, Charge Nurse Manager, Charge Midwifery Manager and nursing staff to identify professional development and educational	• Liaise with Nurse Managers, Associate Clinical Nurse Managers, Charge Midwifery Manager and other members of health care team to plan and implement formal and informal education of staff as appropriate, including orientation and support of new staff. • Utilise clinical teaching opportunities. • Conduct education sessions if requested by Nurse Manager or Director of Nursing . • Encourage staff to enhance their own professional development. • Support Nurse Managers/Charge Midwifery Manager in ensuring staff up to date with emergency procedures. • Undertake annual performance review of staff as requested by Nurse Managers or Director of Nursing.

needs of nursing staff.	
Show evidence of own continuous development of professional practice in nursing.	• Take responsibility for own professional development; participate in own performance review annually, identifying goals for forthcoming year. • Practice in a culturally safe manner mindful of the different needs of patients and respectful of the Treaty of Waitangi and the principles of participation, protection and co-operation. • Reflect on own practise using critical incidents as a learning experience.
Delegated responsibilities as directed by the Director of Nursing/General Manager, A&RHS.	• Undertake other duties and projects as reasonably required by the Nurse Manager or Director of Nursing. • Complete all duties in a professional and timely manner, and in the best interests of AHS. • Participate when requested in AHS working committees, e.g. Emergency Response Committee.

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

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Inability to meet required staffing need.
- Security breaches and quality standard failures.
- Incidents related to patients, which may affect patient wellbeing.
- Deficiencies in quality care and professional standards.
- Inappropriate nursing practice.
- Any matters, which are not clearly identified or do not comply with Health NZs adopted policies and procedures.

Relationships

External	Internal
• Relatives/whanau • Members of the public • Visiting/referring clinicians • Other groups and individuals having contact with AHS.	• Nurse Managers • Charge Midwifery Manager • Nursing (including District and Tuarangi) and Midwifery staff • Medical and Allied Health professional staff • Support and service delivery staff.

About you – to succeed in this role

You will have

Essential:

- Be registered with the Nursing Council of New Zealand as a Registered Nurse.
- Hold a current Nursing Council of New Zealand practising certificate, recent relevant postgraduate clinical experience, or be working towards same.
- Be able to work independently with a high level of managerial and clinical responsibility.
- Be able to effectively activate appropriate emergency procedures e.g. major incident plan, fire evacuation plan.
- Have excellent time management skills and integrity.
- Have excellent interpersonal skills and the ability to communicate with sensitivity across all disciplines and occupational groups.
- Have the ability to work under pressure to fulfil urgent requests within tight time frames.
- Have the ability to work within a team.
- Be self-motivated with a positive approach to change.
- Have commitment to and leadership in nursing professional development and education.

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.