

<b>Position holder (title)</b>	Clinical Resource Nurse – after hours
<b>Reports to (title)</b>	Clinical Nurse Manager Hospital Coordination Unit
<b>Department / Service</b>	Health Services
<b>Purpose of the position</b>	<ul style="list-style-type: none"> <li>To provide after hours clinical support to staff in the Tower Block, Mental Health Inpatient Service, Perioperative, Paediatrics Te Whare Aronui. AAU and AT&amp;R Unit offering safe and effective high quality care.</li> <li>To provide nursing care in line with the Nursing Council of New Zealand (2007) Competencies for the Registered Nurse Scope of Practice.</li> <li>To support the delivery of the Hawkes Bay Health Sector vision and organisational wide KPI's e.g. MOH targets, financial targets.</li> <li>To recognise and support the delivery of the Hawkes Bay Health Sector vision.</li> <li><b>No operational management responsibility</b></li> </ul>

### Working Relationships

Internal	External
<ul style="list-style-type: none"> <li>Patients/Consumer/Tangata Whaiora</li> <li>Service Management team (ie, Nurse Director, Clinical Director, Service Director)</li> <li>Wider Organisational Nursing team (ie, Nurse Educators, Clinical Nurse Specialists, Nurse Practitioners, Registered and Enrolled Nurses)</li> <li>Chief Nursing Officer</li> <li>Allied Health Staff</li> <li>Medical Staff</li> <li>Other team members (ie, Care Associates, Nursing students)</li> <li>Relevant advisory groups/committees</li> </ul>	<ul style="list-style-type: none"> <li>Families/whanau and caregivers</li> <li>General Practitioners</li> <li>Practice Nurses</li> <li>Primary health providers</li> <li>Health agencies</li> <li>Rural Health centres</li> </ul>

<b>Expenditure &amp; budget / forecast for which accountable</b>	Nil
<b>Delegations &amp; Decision</b>	<p>Registered Nurses practice are responsible for direction and delegation as outlined in the Nursing Council of New Zealand guidelines:</p> <ul style="list-style-type: none"> <li>Guideline: Responsibilities for direction and delegation of care to enrolled nurses (May 2011)</li> <li>Guideline: Delegation of care by a registered nurse to a health care assistant (May 2011)</li> </ul>

# Our shared values and behaviours



## 1 HE KAUANUANU RESPECT *Showing respect for each other, our staff, patients and consumers*

<b>Welcoming</b>	<ul style="list-style-type: none"> <li>✓ Is polite, welcoming, friendly, smiles, introduce self</li> <li>✓ Acknowledges people, makes eye contact, smiles</li> </ul>	<ul style="list-style-type: none"> <li>✗ Is closed, cold, makes people feel a nuisance</li> <li>✗ Ignore people, doesn't look up, rolls their eyes</li> </ul>
<b>Respectful</b>	<ul style="list-style-type: none"> <li>✓ Values people as individuals; is culturally aware / safe</li> <li>✓ Respects and protects privacy and dignity</li> </ul>	<ul style="list-style-type: none"> <li>✗ Lacks respect or discriminates against people</li> <li>✗ Lacks privacy, gossips, talks behind other people's backs</li> </ul>
<b>Kind</b>	<ul style="list-style-type: none"> <li>✓ Shows kindness, empathy and compassion for others</li> <li>✓ Enhances people's mana</li> </ul>	<ul style="list-style-type: none"> <li>✗ Is rude, aggressive, shouts, snaps, intimidates, bullies</li> <li>✗ Is abrupt, belittling, or creates stress and anxiety</li> </ul>
<b>Helpful</b>	<ul style="list-style-type: none"> <li>✓ Attentive to people's needs, will go the extra mile</li> <li>✓ Reliable, keeps their promises; advocates for others</li> </ul>	<ul style="list-style-type: none"> <li>✗ Unhelpful, begrudging, lazy, 'not my job' attitude</li> <li>✗ Doesn't keep promises, unresponsive</li> </ul>

## 1 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

<b>Positive</b>	<ul style="list-style-type: none"> <li>✓ Has a positive attitude, optimistic, happy</li> <li>✓ Encourages and enables others; looks for solutions</li> </ul>	<ul style="list-style-type: none"> <li>✗ Grumpy, moaning, moody, has a negative attitude</li> <li>✗ Complains but doesn't act to change things</li> </ul>
<b>Learning</b>	<ul style="list-style-type: none"> <li>✓ Always learning and developing themselves or others</li> <li>✓ Seeks out training and development; 'growth mindset'</li> </ul>	<ul style="list-style-type: none"> <li>✗ Not interested in learning or development; apathy</li> <li>✗ "Fixed mindset, 'that's just how I am', OK with just OK</li> </ul>
<b>Innovating</b>	<ul style="list-style-type: none"> <li>✓ Always looking for better ways to do things</li> <li>✓ Is curious and courageous, embracing change</li> </ul>	<ul style="list-style-type: none"> <li>✗ Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done</li> </ul>
<b>Appreciative</b>	<ul style="list-style-type: none"> <li>✓ Shares and celebrates success and achievements</li> <li>✓ Says 'thank you', recognises people's contributions</li> </ul>	<ul style="list-style-type: none"> <li>✗ Nit picks, criticises, undermines or passes blame</li> <li>✗ Makes people feel undervalued or inadequate</li> </ul>

## 1 RARANGA TE TIRA PARTNERSHIP *Working together in partnership across the community*

<b>Listens</b>	<ul style="list-style-type: none"> <li>✓ Listens to people, hears and values their views</li> <li>✓ Takes time to answer questions and to clarify</li> </ul>	<ul style="list-style-type: none"> <li>✗ 'Tells', dictates to others and dismisses their views</li> <li>✗ Judgmental, assumes, ignores people's views</li> </ul>
<b>Communicates</b>	<ul style="list-style-type: none"> <li>✓ Explains clearly in ways people can understand</li> <li>✓ Shares information, is open, honest and transparent</li> </ul>	<ul style="list-style-type: none"> <li>✗ Uses language / jargon people don't understand</li> <li>✗ Leaves people in the dark</li> </ul>
<b>Involves</b>	<ul style="list-style-type: none"> <li>✓ Involves colleagues, partners, patients and whanau</li> <li>✓ Trusts people; helps people play an active part</li> </ul>	<ul style="list-style-type: none"> <li>✗ Excludes people, withholds info, micromanages</li> <li>✗ Makes people feel excluded or isolated</li> </ul>
<b>Connects</b>	<ul style="list-style-type: none"> <li>✓ Pro-actively joins up services, teams, communities</li> <li>✓ Builds understanding and teamwork</li> </ul>	<ul style="list-style-type: none"> <li>✗ Promotes or maintains silo-working</li> <li>✗ 'Us and them' attitude, shows favouritism</li> </ul>

## 1 TAUWHIRO CARE *Delivering high quality care to patients and consumers*

<b>Professional</b>	<ul style="list-style-type: none"> <li>✓ Calm, patient, reassuring, makes people feel safe</li> <li>✓ Has high standards, takes responsibility, is accountable</li> </ul>	<ul style="list-style-type: none"> <li>✗ Rushes, 'too busy', looks / sounds unprofessional</li> <li>✗ Unrealistic expectations, takes on too much</li> </ul>
<b>Safe</b>	<ul style="list-style-type: none"> <li>✓ Consistently follows agreed safe practice</li> <li>✓ Knows the safest care is supporting people to stay well</li> </ul>	<ul style="list-style-type: none"> <li>✗ Inconsistent practice, slow to follow latest evidence</li> <li>✗ Not thinking about health of our whole community</li> </ul>
<b>Efficient</b>	<ul style="list-style-type: none"> <li>✓ Makes best use of resources and time</li> <li>✓ Respects the value of other people's time, prompt</li> </ul>	<ul style="list-style-type: none"> <li>✗ Not interested in effective use of resources</li> <li>✗ Keeps people waiting unnecessarily, often late</li> </ul>
<b>Speaks up</b>	<ul style="list-style-type: none"> <li>✓ Seeks out, welcomes and give feedback to others</li> <li>✓ Speaks up whenever they have a concern</li> </ul>	<ul style="list-style-type: none"> <li>✗ Rejects feedback from others, give a 'telling off'</li> <li>✗ 'Walks past' safety concerns or poor behaviour</li> </ul>

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Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay  
Rāranga te tira He kauanuanu

Tauwhiro

Ākina

## Key Accountabilities

<b>PROFESSIONAL RESPONSIBILITY</b> Has knowledge and judgement in professional, legal, ethical responsibilities and cultural safety. Is accountable for own actions and decisions, while promoting an environment that maximises client safety, independence, quality of life and health.	
<b>Tasks</b> Provides clinical support, supervision and advice after hours: <ul style="list-style-type: none"> <li>▪ Demonstrating autonomy and expert practice in the clinical setting providing nursing care to patients with a range of needs. This includes responding to critical situations in the Mental Health Inpatient Service as the first respondent.</li> <li>▪ Utilising advanced assessment skills to anticipate clinical deterioration in patients and liaising with other clinical team members to facilitate efficient decision support. This includes triaging calls to staff and allocating the workflow more appropriately.</li> <li>▪ Role modelling excellence in clinical practice and patient management processes, working in close collaboration with medical and nursing staff to ensure timely and appropriate patient care.</li> <li>▪ Demonstrating responsibility, accountability and commitment in nursing practice and to the nursing profession.</li> <li>▪ Demonstrating leadership in emergency situations, being a first nurse respondent in red responses.</li> <li>▪ Providing clinical education, peer case review and other education opportunities.</li> <li>▪ Provides meal relief for Duty Managers.</li> <li>▪ Applies the Treaty of Waitangi to nursing practice, assisting patients to gain appropriate support, cultural needs and preferences.</li> <li>▪ Demonstrates a clear understanding of direction and delegation when delegating work to others ie enrolled nurses, nursing students, care associates.</li> <li>▪ Demonstrates individual responsibility for professional development.</li> </ul>	<b>How it will be measured (KPI):</b> Evaluation through annual performance plan by CNM ReliefTeam/Casual Pool regarding: <ul style="list-style-type: none"> <li>▪ Evidence of meeting the 'expert' level criteria of the Nursing Professional Development &amp; Recognition Programme (PDRP) Level 4 - showing the relationship to clinical practice.</li> </ul> Evaluation through feedback on the performance plan: <ul style="list-style-type: none"> <li>▪ Contribution to effective after hours service delivery</li> <li>▪ Achieving positive staff feedback regarding clinical support &amp; advice.</li> <li>▪ Identifying and reporting areas of risk.</li> </ul>
<b>MANAGEMENT OF NURSING CARE</b> Is responsive to client needs in relation to assessment and managing care, supported by nursing knowledge and evidence based research.	
<b>Tasks (how it is achieved):</b> <ul style="list-style-type: none"> <li>▪ Demonstrates competence and autonomy of practice in the clinical setting providing nursing care to patients with a range of needs.</li> <li>▪ Utilises nursing knowledge and skills through reflective practice and professional judgement to provide competent care and advice.</li> <li>▪ Recognises recurring patterns related to monitoring and patient responses/conditions and is able to problem solve utilising assessment/monitoring data.</li> <li>▪ Utilises assessment skills and nursing interventions to assess patient responses to treatments and adapt approaches to accommodate any changes.</li> <li>▪ Maintains clear, concise, timely accurate and current documentation within a legal and ethical framework.</li> <li>▪ Takes action in situations that compromise the patients safety and wellbeing.</li> </ul>	<b>How it will be measured (KPI):</b> Evidenced through confirmed assessment on PDRP. Evaluated through evidence of competence by: <ul style="list-style-type: none"> <li>▪ Self assessment against all Nursing Council RN competencies (illustrated through the Nursing Professional Development Recognition Programme [PDRP])</li> <li>▪ Three yearly review against all Nursing Council RN competencies.</li> </ul> Evaluated through documentation audits.

<ul style="list-style-type: none"> <li>Participates in health education, ensuring the patient understands relevant information related to their care.</li> <li>Acting as a role model, guide, mediator and advocate, with respect to time management and priority setting.</li> <li>Acting as a preceptor and/or 'resource' person</li> <li>Fostering a learning environment that encourages evidence-based practice.</li> </ul>	
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## INTERPERSONAL RELATIONSHIPS

Provides interpersonal and therapeutic communication with clients, other health professionals, including documentation.

### Tasks (how it is achieved):

- Demonstrates respect, empathy and interest in the patient.
- Participates in building clinical capacity and capability of nurses to meet the patient/consumer/tangata whaiora needs in an efficient and effective manner.
- Demonstrates competence in applying the principles of teaching and learning in association with patient/client care.
- Contributes to the development of nursing knowledge within the work area.
- Communicates effectively with patients and members of the health care team.

### How it will be measured (KPI):

Evaluated through evidence of competence by:

- Self assessment against all Nursing Council RN competencies (illustrated through the Nursing Professional Development Recognition Programme [PDRP])
- Three yearly review against all Nursing Council RN competencies.

Contribution to work area teaching sessions

Evaluated through:

- Feedback from patients/families
- Feedback from team members including students.

## INTERPROFESSIONAL HEALTH CARE and QUALITY IMPROVEMENT

Evaluates the effectiveness of care and promotes a nursing perspective within the inter-professional activities of the health care team.

### Tasks (how it is achieved):

- Providing guidance and support to all team members including nursing students
- Maintains and documents information necessary for continuity of care.
- Develops discharge plans in consultation with the patient and other team members
- Contributes to the coordination of patient care to maximise health outcomes
- Participates in quality systems, including standards of practice and service standards
- Demonstrates an understanding of quality improvement principles with translation into nursing practice

### How it will be measured (KPI):

- Evaluated through evidence of competence by:
  - Self assessment against all Nursing Council RN competencies (illustrated through the Nursing Professional Development Recognition Programme [PDRP] at level 2)
  - Three yearly review against all Nursing Council RN competencies
- Evaluated through feedback from team members including students
- Evaluated through:
  - Participation in the Quality Improvement processes
  - Timely completion of trendcare data & compliance with inter-rater reliability testing (in areas utilising this system)

PATIENT SAFETY	
<b>Tasks (how it is achieved):</b> <ul style="list-style-type: none"> <li>▪ Demonstrates the use of patient safety mechanisms to identify near misses</li> <li>▪ Participation in multi-disciplinary meetings and systems</li> </ul>	<b>How it will be measured (KPI):</b> <ul style="list-style-type: none"> <li>▪ Evaluated through evidence of competence by: <ul style="list-style-type: none"> <li>▪ Self assessment against all Nursing Council RN competencies (illustrated through the Nursing Professional Development Recognition Programme [PDRP] at level 2)</li> <li>▪ Three yearly review against all Nursing Council RN competencies.</li> </ul> </li> <li>▪ Evaluated through: <ul style="list-style-type: none"> <li>▪ Timely utilisation and completion of patient safety tools e.g., Event Report, Medication Errors, Falls, EWS</li> <li>▪ Evaluated through documentation audits</li> <li>▪ Feedback from team members</li> </ul> </li> </ul>

OCCUPATIONAL HEALTH & SAFETY	
<b>Tasks (how it is achieved):</b> <ul style="list-style-type: none"> <li>▪ Displays commitment through actively supporting all health and safety initiatives</li> <li>▪ Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision</li> <li>▪ Ensures own and others safety at all times</li> <li>▪ Complies with policies, procedures and safe systems of work</li> <li>▪ Reports all incidents/accidents, including near misses in a timely fashion</li> <li>▪ Is involved in health and safety through participation and consultation</li> </ul>	<b>How it will be measured (KPI):</b> <ul style="list-style-type: none"> <li>▪ Evidence of participation in health and safety activities</li> <li>▪ Demonstrates support of staff/colleagues to maintain safe systems of work</li> <li>▪ Evidence of compliance with relevant health and safety policies, procedures and event reporting</li> </ul>

### Key Competencies

CUSTOMER SERVICE	
<b>Tasks (how it is achieved):</b> <ul style="list-style-type: none"> <li>▪ Open and responsive to customer needs</li> <li>▪ Demonstrate an understanding of continuous quality improvement</li> </ul>	<b>How it will be measured (KPI):</b> <ul style="list-style-type: none"> <li>▪ Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers</li> <li>▪ Identifies customer needs and offers ideas for quality improvement</li> <li>▪ Effective management of customers/situations</li> </ul>



## ENGAGING EFFECTIVELY WITH MĀORI

### Tasks (how it is achieved):

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

### How it will be measured (KPI):

- Accelerated health outcomes for Maori
- Evidence of positive feedback from Māori consumers and whānau, and colleagues
- Evidence of collaborative relationships with Māori whānau and community/organisations
- Evidence of whānau participation in the care and support of their whānau member

## HEALTH AND SAFETY STATEMENT

- Takes reasonable care of your own health and safety
- Ensures that your actions or omissions, do not adversely affect the health and safety of other persons
- Complies with reasonable instructions given by HBDHB
- Co-operates with health and safety policies or procedures

## Essential and Desirable Criteria: Qualifications / Skills / Experience

Essential	
Engaging Effectively with Maori	<ul style="list-style-type: none"> <li>▪ Demonstrates the ability to engage effectively with Māori consumers (patients/families/whanau)</li> <li>▪ Demonstrates ability to apply the Treaty of Waitangi within the Service</li> </ul>
Business / Technical Skills (eg, computing, negotiating, leadership, project management)	Provides evidence to meet the Nursing Council of New Zealand (2007) Competencies for the Registered Nurse scope of practice and (2012) Code of Conduct for Nurses.
Experience (technical and behavioural)	<ul style="list-style-type: none"> <li>▪ A current practising certificate with the Nursing Council of New Zealand, with evidence of meeting continuing competence requirements.</li> <li>▪ Level 4 portfolio as assessed via an approved Nursing Professional Development Recognition Programme (PDRP)</li> <li>▪ Demonstrated time management skills</li> <li>▪ Demonstrated ability to work within a team</li> <li>▪ Excellent communication and planning skills</li> <li>▪ Proven problem solver</li> <li>▪ Clinical role model</li> <li>▪ Recent comprehensive clinical experience across a range of clinical settings.</li> </ul> <p><b>Values &amp; Behaviours:</b> Shows commitment to, and demonstrates the behaviours of the health sector:</p> <ul style="list-style-type: none"> <li>▪ <b>He kauanuanu</b> Showing respect for each other, our staff, patients and consumers – <b>this means I actively seek to understand what matters to you.</b></li> <li>▪ <b>Ākina</b> Continuously improving everything we do – <b>this means that I actively seek to improve my service.</b></li> <li>▪ <b>Rāranga te tira</b> Working together in partnership across the community – <b>this means I will work with you and your whanau on what matters to you.</b></li> <li>▪ <b>Tauwhiro</b> Delivering high quality care to patients and consumers – <b>this means I show empathy and treat you with care, compassion and dignity</b></li> </ul>
Essential	
	<ul style="list-style-type: none"> <li>▪ IV Certification</li> <li>▪ Epidural &amp; CVL designated</li> <li>▪ ALS Level 6</li> <li>▪ Knowledge and understanding of EWS (early warning system)</li> </ul>

## Recruitment Details

Position Title	Clinical Resource Nurse
Hours of Work	Fixed Term / Secondments Flexible FTE
Salary & Employment Agreement Coverage	In accordance with the DHB's / NZNO Nursing & Midwifery Multi Employer Collective Agreement (MECA) grade 3 step 1 \$84,356.00 gross per annum according to qualifications and experience, pro rata for hours worked.
Date	September 2018