

## Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

<b>Title</b>	Duty Nurse Manager			
<b>Reports to</b>	Nurse Manager			
<b>Location</b>	Hawke's Bay Hospital			
<b>Department</b>	Integrated Operation Unit			
<b>Direct Reports</b>	0		<b>Total FTE</b>	0
<b>Budget Size</b>	<b>Opex</b>	N/A	<b>Capex</b>	N/A
<b>Delegated Authority</b>	<b>HR</b>	N/A	<b>Finance</b>	N/A
<b>Date</b>	May 2025			
<b>Job band (indicative)</b>	Health NZ / NZNO CA, Senior Designated Nurses Scale Grade 3 (formerly Grade 5) according to qualifications and experience, pro rata for hours worked.			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

### Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

**Wairuatanga** – working with heart, the strong sense of purpose and commitment to service

**Rangatiratanga** – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

**Whanaungatanga** – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

**Te Korowai Āhuru** – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

## About the role

The primary purpose of the role is to:

- Proactively manage patient flow daily and after hours to ensure an effective and efficient service in conjunction with Bed Management Policy and Hospital Escalation Plan;
- Ensure and prioritise a focus on patient safety and quality relating to care and processes within Hospital and Specialist Services (HSS);
- Contribute to effective teamwork across HSS;
- Provide administrative advice and support, act as a resource person and point of reference for all hospital personnel after hours;
- Act as a spokesperson for Te Matau a Māui Hawke's Bay to patients, families and members of the public (in accordance with Te Matau a Māui Hawke's Bay policy) after hours;
- Liaise with outside agencies e.g., ambulance, police, media;
- To manage all immediate risk, to either patient, whānau, staff, facility or organisational reputation in the after-hours setting in accordance with relevant organisational policy / procedure.

Key Result Area	Expected Outcomes / Performance Indicators
After-hours Operational Leadership & Management	<ul style="list-style-type: none"> <li>• Act for senior management in their absence;</li> <li>• Fulfil the operational management role after-hours, across HSS, identifying actual and potential risk, implementing on-the-job strategies to minimise the impacts for the after-hours functioning.</li> <li>• Liaises with all admission points throughout the hospital to ensure patient throughput and bed utilisation is maximised by:</li> </ul>

	<ul style="list-style-type: none"> <li>○ Regular physical rounding of all departments;</li> <li>○ Efficient telephone communications;</li> <li>○ In times of ED overload to have a physical presence in the department to assist with managing patient flow;</li> <li>• Ensures patients are accommodated in accordance with their clinical needs and priorities, and bed management policy;</li> <li>• Identify, manage and report serious issues / incidence and near misses;</li> <li>• Escalate to the Executive manager on-call, areas of risk including potential cancellation of elective procedures;</li> <li>• Manage nursing, medical staff and support services after-hours to manage immediate risk and reporting of the risk with actions, to relevant line manager for the ongoing management of the issue;</li> <li>• Support a work environment where staff feel valued, safe (e.g., physically, culturally, spirituality) and are supported to meet the needs of the organisation;</li> <li>• Provide feedback on after hours management to the relevant Line Managers and appropriate Group Managers / Directors of Nursing / Executive Clinical Leader, so ongoing management can be implemented;</li> <li>• Enhances the admission process by promoting accurate clinical reports to health care staff regarding patients requiring admission;</li> <li>• Utilises appropriate information systems to enable informed decisions to be made;</li> <li>• Ensures the bed management system data and TrendCare accurately reflects current situation;</li> <li>• Plan, monitor, delegate and control team work processes to ensure delivery to service plan;</li> <li>• Use principles of VRM to mitigate risk and achieve safe staffing.</li> <li>• Utilise escalation plan to guide escalation and mitigate risk.</li> <li>• Identify and defuse patient / relative complaints, monitoring patient feedback;</li> <li>• Comply with legislative requirements;</li> <li>• Manage media enquiries and escalate as required;</li> <li>• Manage patient transports within agreed policy;</li> <li>• Liaise with other Health NZ district after hours managers for the safe and coordinated transfer / repatriation of patients between district facilities;</li> <li>• Participate in the activation of disaster plans and major incident plans;</li> <li>• Coordinate emergency situations both clinical and non-clinical.</li> </ul>
<b>Communication &amp; Relationship Management</b>	<ul style="list-style-type: none"> <li>• Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same.</li> <li>• Maintains an environment which supports open communication and positive relationships;</li> <li>• Works collaboratively with other health professionals to ensure patient flow, continuity and delivery of high-quality safe patient care.</li> </ul>

	<ul style="list-style-type: none"> <li>• Actively demonstrates a high effective level of communication skills, which includes verbal, written, listening and information technology skills;</li> <li>• Generates and maintains reports related to hospital status;</li> <li>• Ensure confidentiality of patient information is maintained at all times.</li> </ul>
<b>Quality Systems</b>	<ul style="list-style-type: none"> <li>• Ensures events and complaints are documented in Safety1st in a timely manner;</li> <li>• You may be assigned additional portfolios within this role and these will be mutually agreed between yourself and your manager.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Engages in professional development and ongoing maintenance of continuing competence with a Professional Development Recognition Programme (PDRP) portfolio at an senior nurse level, evidenced within 12 months of commencing within the role.</li> <li>• Facilitates / engages in educational activities with colleagues and shares knowledge.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Demonstrates awareness of colonisation and power relationships.</li> <li>• Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>
<b>Culture and People Leadership</b>	<ul style="list-style-type: none"> <li>• Leads, nurtures and develops our team to make them feel valued.</li> <li>• Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others.</li> <li>• Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally.</li> <li>• Implements and maintains People &amp; Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation's strategic and business goals.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table.</li> <li>• Models an agile approach –tries new approaches, learns quickly, adapts fast.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> </ul>

	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>

#### Matters which must be referred to the relevant line manager or Executive on-call

- Respond to immediate risks and prior to finishing duty, the issue and actions undertaken for initial management is referred to relevant line manager for ongoing management.

#### Relationships

External	Internal
<ul style="list-style-type: none"> <li>• Families / whānau and caregivers</li> <li>• Other Health NZ 'after hours' managers</li> <li>• Other service providers e.g., primary care, aged related residential care, NGOs</li> <li>• Emergency Services e.g., Police, St John Ambulance, Fire</li> <li>• Health related agencies e.g., Victim Support</li> <li>• Air ambulance providers</li> <li>• Corrections Department</li> <li>• Media</li> <li>• Nursing Council of New Zealand</li> <li>• New Zealand Nurses Organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Patients / consumers / Tangata Whaiora</li> <li>• General Manager Support Services</li> <li>• Group Director of Operations</li> <li>• Executive Leadership Team</li> <li>• Executive Manager on-call</li> <li>• Group Leadership teams</li> <li>• Wider organisational teams</li> <li>• Infection Prevention &amp; Control</li> <li>• Allied Health staff</li> <li>• Medical staff</li> <li>• Facilities staff</li> <li>• Relevant Advisory Groups</li> </ul>

#### About you – to succeed in this role

##### You will have

##### Essential:

- Experience in implementing Te Tiriti o Waitangi in action.
- Current registration with Nursing Council of New Zealand as Registered Nurse and holds a current annual practising certificate as a Registered Nurse.
- Evidence of completion of a postgraduate qualification (preferably a PG Diploma).
  - *Consideration will be given to applicants who do not hold the required postgraduate qualification providing equivalent work experience and/or other programmes of study can be demonstrated.*



- *If successful, the candidate will be required to complete the requisite qualification within a 12-month period.*
- *Gaining of the required qualification is the responsibility of the employee/service.*
- Recent and relevant clinical experience, with at least five years' experience in an acute care setting.
- Demonstrated ability to work within a multidisciplinary team.
- Demonstrated problem solving and communication skills, with the ability to kōrero with individuals or groups.
- Holds relevant designations e.g., IV including, controlled drugs, venepuncture, cannulation, CVL / PICC, PCA & epidural.
- Holds a current Core Advanced certificate,
- Holds a currently assessed nursing portfolio as assessed via an approved PDRP at expert or senior nurse level.

**Desired:**

- Previous experience in acute hospital and/or ward management.
- Understanding of organisational dynamics and able to work effectively in a complex multi-professional environment.
- A relevant graduate and post-graduate qualification.

**You will be able to**

**Essential:**

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

*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.*