

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Clinical Nurse Manager / Clinical Manager		
	GROUP	Mental Health and Addictions	DEPARTMENT	Community Mental Health and Addictions
	REPORTING TO (operationally)	General Manager	REPORTING TO (professionally)	Director of Nursing / Director of Allied Health
GROUP RESPONSIBILITIES & DIRECT REPORTS	This role holds responsibility for Community Mental Health and Addiction North services at Te Whatu Ora - Te Matau a Māui Hawke's Bay. Staff reporting Approximately 33 Direct reports			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> To actively lead, set and manage the operational, budgetary, staffing/human resource activity and professional activities of the service (a community multi-disciplinary team) in partnership with the Mental Health and Addictions Leadership Team, relevant physicians and wider clinical teams. To provide professional leadership to the team, and monitoring quality, including standard of practice and service standards. To provide day to day operational management support for clinical teams. To drive continuous quality improvement to ensure high quality care is provided to the patients and consumers. This role will be required to lead change within this service and participate in change processes across the wider organisation. Use organisational processes to identify and escalate any actual or potential risks within the service. To ensure and prioritise a focus on patient safety and quality relating to care and processes within the sector. Is actively involved with project management and will lead selected service improvement activities as delegated by the respective clinical and management leaders. 			
KEY DELIVERABLES	<p>Delivery of safe and effective services in partnership with clinicians</p> <ul style="list-style-type: none"> Patient flow through the caseloads of clinical staff is actively managed. Assists clinical teams with difficult/complex discharges to support patient flow. Monitors the department's performance and takes action as required to ensure services are delivered and actively seeks quality improvements. Maintains a safe environment for patients, staff and the public including facilities and equipment. Service delivery and capacity is managed within available resources. Standards of care are assured and documented. Build effective relationships with clinical teams within the department and across other departments/groups. <p>Safe staffing</p> <ul style="list-style-type: none"> Effectively manages staffing recruitment to maintain safe staffing levels within the service. Effectively manages leave requirements (annual and sick leave) ensuring appropriate coverage to ensure staffing levels are maintained. Ensures employment and contracts are compliant with the Te Whatu Ora - ` Hawke's Bay /NZNO/PSA MECA requirements. Supports staff on return to work programmes with Occupational Health. Manages with human resource input, any disciplinary requirements as per Te Matau a Māui Hawke's Bay policy. Ensures staff are competent, motivated and appropriately trained (including all mandatory training) who are focused on providing the best possible patient care by agreeing accountabilities and standards of performance and regularly providing feedback, taking corrective action as appropriate and acknowledging good performance. Ensures nursing staff maintain annual practising certificates (APC's) and are supported to demonstrate competencies via the nursing professional development and recognition programme (PDRP). Ensures allied health staff maintain APC's and are supported to demonstrate competencies via the allied health CASP process. Supports clinical placements for undergraduate nursing and allied health students throughout the academic year. 			

KEY DELIVERABLES (CONT)	<p>Quality systems</p> <ul style="list-style-type: none"> Systems are in place to facilitate continuity of quality patient care, during the patient journey. Ensures event and complaints reviews are actively managed including implementation of recommendations/outcomes within timeframes required. Implements quality initiatives/drives project implementation requirements. You may be assigned additional portfolios within this role and these will be mutually agreed between yourself and your manager. <p>Business management</p> <ul style="list-style-type: none"> Manages budget as delegated for department and ensures that service stays within budget. Contributes to service planning. 	
HEALTH & SAFETY RESPONSIBILITIES	<p>Te Matau a Māui Hawke's Bay is committed to maintaining and promoting the health and safety (H&S) of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> Not to do anything that puts your own health and safety at risk Not to do anything that puts others health and safety at risk To follow all health and safety policies and procedures To follow all reasonable health and safety instructions (You have the right to cease work if you believe that you, or others, are at risk of serious harm). 	
KEY WORKING RELATIONSHIPS	<p>INTERNAL</p> <ul style="list-style-type: none"> Mental Health and Addictions Group Leadership Team Nursing & Allied Health Team within department Senior Medical Staff Clinical Nurse Specialists Mental Health Teams Health Service Managers and teams across Te Matau a Māui Hawkes Bay services and specialist community and regional services Community Teams Health Service Support Services Chief Nursing Officer Allied Health Teams 	<p>EXTERNAL</p> <ul style="list-style-type: none"> Other service providers Primary and NGO sector Regional/other Te Whatu Ora - ` Hawke's Bay services Aged Residential Care sector Academic providers e.g. EIT students & staff Nursing Council of New Zealand Other relevant Allied Health Associations and Boards Ministry of Health/National Health Board HQSC Specialist mental health teams in community Disability sector
DELEGATION AND DECISION	<p>Makes decisions within department to meet service requirements.</p> <p>Works autonomously with a high degree of independence within the unit to achieve the plan and problem solve complex issues as they arise.</p> <p>Maintains relationships with strategic business partners.</p>	
HOURS OF WORK	80 per fortnight	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the relevant Multi Employer Collective Agreement (MECA) according to qualifications and experience.	
DATE	Spetember 2022	
EXPENDITURE & BUDGET ACCOUNTABILITY	<ul style="list-style-type: none"> Management of expenditure within operational budget line \$3.37m 	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> Manages Registered Nurses, Social Workers, Psychologist, Occupational Therapist, Addiction Counsellors and Community Support Workers within coverage area. Effectively managing time and prioritising workload to ensure project work is completed within the agreed time. 	

ESSENTIAL CRITERIA

Qualifications

- Relevant Health Professional Registration
- Relevant post graduate qualification in nursing/health with ongoing tertiary study plans.

Experience

- Community Mental Health and Addiction experience (5 years minimum).
- Proven customer service skills.
- Recent experience leading and developing teams.

Business / Technical Skills

- Holds a current annual practising certificate.
- Holds a currently assessed expert level or designated senior nurse level PDRP via an approved Nursing Professional Development Recognition Programme (PDRP) or equivalent allied merit step/CASP progression.
- Has a sound knowledge of IT programmes e.g. word, excel, etc.
- An understanding of business and financial principles.
- An understanding of continuous quality improvement.
- An understanding of human resource process and performance management.
- Leadership competencies.
- Credibility and integrity (embraces professionalism and ethical practice).
- Ability to grasp implications of a situation quickly and is able to make effective decisions quickly.

Key Attributes

- Demonstrated ability to work within a team.
- Demonstrated time management skills.
- Effective communication skills.
- Positive attitude with problem solving focus.

Effectively Engaging with Māori

- 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.

Physical requirements for role

- Able to kneel
- Able to get one knee up on bed
- Able to squat
- Able to raise arms above head
- Able to reach arms out in front
- Able to walk up two flights of stairs without stopping
- Able to do at least three half press ups (i.e. on knees)

Vaccination status for role

- Vaccinations as per the current employee immunisation policy including annual influenza and COVID-19 vaccinations.

DESIRABLE CRITERIA

Experience

- Knowledge of the political, legislative or other external influences affecting the health sector.
- Experience in leading and developing teams within the health sector.

Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Advanced IT skills.



Our Vision and Values

Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.