

<b>Te Whatu Ora</b> Health New Zealand Te Matau a Māui Hawke's Bay	<b>POSITION TITLE</b>	<b>Duty Nurse Manager</b>		
	<b>GROUP</b>	Support Services	<b>DEPARTMENT</b>	Integrated Operations Centre
	<b>REPORTING TO (operationally)</b>	Nurse Manager, Integrated Operations Centre	<b>REPORTING TO (professionally)</b>	Nurse Manager, Integrated Operations Centre
<b>GROUP RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the Hospital Coordination Unit within Te Matau a Māui Hawke's Bay Staff reporting - 0 Direct - 0 Indirect			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>To proactively manage patient flow daily and after hours to ensure an effective and efficient service.</li> <li>To assist in achieving the best effective use of beds, utilising the bed management policy-</li> <li>To ensure and prioritise a focus on patient safety and quality relating to care and processes within Health Services.</li> <li>To contribute to effective teamwork across Health Services.</li> <li>To lead and participate in projects as delegated.</li> <li>To act as a role model as a designated senior nurse.</li> <li>To provide administrative advice and support, act as a resource person and point of reference for all hospital personnel after hours.</li> <li>To undertake risk management after hours.</li> <li>To 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.</li> <li>To liaise with outside agencies e.g. ambulance, police, media.</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b><i>After Hours Operational Leadership Management</i></b></p> <ul style="list-style-type: none"> <li>Act for senior management in their absence</li> <li>Fulfil the operational management role after-hours, across Health Services, 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: <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 manage patient flow</li> </ul> </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. Escalate to the Executive manager on-call. Provide a de-brief mechanism when required.</li> <li>Manage nursing, medical staff and support services after-hours.</li> <li>Support a work environment where staff feel valued and are developed to meet the needs of the organisation.</li> <li>Provide feedback on after hours management to Group Managers / Directors of Nursing / Clinical Nurse Managers, so appropriate actions 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>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 Te Whatu Ora after hours managers for transfers / discharges to other 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>			

	<p><b><i>Communication &amp; Relationship Management</i></b></p> <ul style="list-style-type: none"> <li>• Promotes effective communication using collaboration and negotiation principles.</li> <li>• Maintains an environment which supports open communication and positive employer/employee relationships.</li> <li>• Liaises with health care staff to solve problems of patient flow and safety.</li> <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 bed utilisation.</li> <li>• Works collaboratively with other health professionals to ensure continuity and delivery of high-quality patient care.</li> <li>• Ensure confidentiality of patient information is maintained at all times.</li> <li>• Maintain effective communication through regular and effective meeting participation and leadership.</li> </ul> <p><b><i>Reporting Systems</i></b></p> <ul style="list-style-type: none"> <li>• Ensures effective and efficient use of resources and information systems e.g. BMS, ECA, CapPlan and Trendcare systems.</li> <li>• Escalates potential areas of risk involving cancellation of elective lists.</li> </ul> <p><b><i>Central Region Collaboration</i></b></p> <ul style="list-style-type: none"> <li>• Demonstrates and is accountable for facilitating patient relocation to domicile of residence when clinically safe e.g. tertiary returns, referrals for tertiary care.</li> <li>• Works collaboratively with transport services and other Bed Manager networks.</li> </ul> <p><b><i>Management of Care</i></b></p> <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>• Completes timely systematic holistic assessments to determine actual and potential risk problems.</li> <li>• Maintains clear, concise, timely accurate and current documentation within a legal and ethical framework.</li> <li>• Acts in situations where patient's safety and wellbeing has been compromised.</li> </ul> <p><b><i>Professional Responsibility</i></b></p> <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 expert or designated senior nurse level.</li> <li>• Individual professional development plan outlined and implemented.</li> <li>• You may be assigned additional portfolios within this role and these will be mutually agreed between yourself and your manager.</li> </ul>
<p><b>HEALTH &amp; SAFETY RESPONSIBILITIES</b></p>	<p>Te Matau a Māui Hawke's Bay is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> <li>• Not to do anything that puts your own H&amp;S at risk</li> <li>• Not to do anything that puts others H&amp;S at risk</li> <li>• To follow all health and safety policies and procedures</li> <li>• To follow all reasonable health and safety instructions</li> </ul> <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>

<b>KEY WORKING RELATIONSHIPS</b>	<b>INTERNAL</b> <ul style="list-style-type: none"> <li>• Patients/Consumer/Tangata Whaiora</li> <li>• Chief Operating Officer</li> <li>• Chief Nursing Officer</li> <li>• On-call Executive Manager</li> <li>• Group Leader teams</li> <li>• Wider organisational teams</li> <li>• Infection Control</li> <li>• Allied Health Staff</li> <li>• Facilities staff</li> <li>• Medical staff</li> <li>• Relevant advisory groups/committees</li> </ul>	<b>EXTERNAL</b> <ul style="list-style-type: none"> <li>• Families/whanau and caregivers</li> <li>• Other Te Whatu Ora 'After-hours' managers</li> <li>• Other providers e.g. General Practitioners, Aged Residential Care, NGO's</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> </ul>
<b>DELEGATION AND DECISION</b>	After hours to coordinate safe staffing, patient transport and the emergency control plan (in initial stages)	
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the DHB / NZNO Nursing and Midwifery Multi Employer Collective Agreement (MECA) Designated Senior Nurses Grade 5, Step 1 - Step 3 gross per annum according to qualifications and experience.	
<b>DATE</b>	September 2022	
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	Nil	
<b>SCOPE &amp; COMPLEXITY</b>	<ul style="list-style-type: none"> <li>• After hours to manage operational events, patient safety &amp; any sentinel events</li> <li>• To communicate directly with the on-call executive manager after hours</li> </ul>	

## ESSENTIAL CRITERIA

### Qualifications

- Current registration with Nursing Council of New Zealand as Registered Nurse.
- Evidence of completion of a postgraduate qualification (preferably a PG Diploma).

### Experience

- More than five years acute nursing experience in an acute setting.
- Proven customer service skills.
- Ability to work autonomously in challenging situations.

### Business / Technical Skills

- Holds a current annual practising certificate as Registered Nurse.
- Holds a currently assessed nursing portfolio as assessed via an approved Professional Development Recognition Programme (PDRP) at expert or designated senior nurse level.
- Demonstrated ability to work within a team.
- Demonstrated time management skills.
- Demonstrates good working ability with IT systems and electronic document management.
- CORE Advanced
- IV credentialing, including basic designation, controlled drugs, CV/PICC, PCA & Epidural

### Leadership Competencies

- Credibility and integrity (embraces professionalism and ethical practice).
- Ability to grasp implications of a situation quickly.

### Key Attributes

- Effective decision-making skills.
- Effective communicator, trouble shooter, facilitator, negotiator and change manager.
- Ability to work autonomously and as part of a team.

### 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 1 knee up on bed
- Able to squat
- Able to raise arms above head
- Able to reach arms out in front
- Able to walk up 2 flights of stairs without stopping
- Able to do at least 3 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

- Acute hospital and/or ward management.

### Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional environment.
- An understanding of continuous quality improvement.



## Our Vision and Values

*Te hauora o te Matau-a-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.