

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Pacific Case Nurse Manager		
	DIRECTORATE	Te Puni Tumatawhanui Health Improvement and Equity	DEPARTMENT	Pacific Health Service
	REPORTING TO (operationally)	Pacific Team Leader	REPORTING TO (professionally)	Nurse Director
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Pacific area in Te Whatu Ora – Health New Zealand, Te Matau a Māui Hawke's Bay Staff reporting - Nil			
PURPOSE OF THE POSITION	<p>Registered nurses utilise nursing knowledge and complex nursing judgment to assess health needs and provide care, and to advise and support people to manage their health. They practise independently and in collaboration with other health professionals, perform general nursing functions, and delegate to and direct enrolled nurses, health care assistants and others. They provide comprehensive assessments to develop, implement, and evaluate an integrated plan of health care, and provide interventions that require substantial scientific and professional knowledge, skills and clinical decision making</p> <p>Registered nurses are accountable for ensuring all health services they provide are consistent with their education and assessed competence, meet legislative requirements and are supported by appropriate standards.</p> <p>The Pacific Nurse Case Manager will be responsible for providing clinical lead for the management of Pasifika patients as follows:</p> <ul style="list-style-type: none"> • Ensure the complex health needs of high and intensive users of health services within the Hospital are met • Follow up to ensure that needs of non-high and intensive users of health services within the hospital are met • Work actively in partnership with the medical and nursing staff across the care continuum to ensure safe, patient and fanau/whānau centred care in line with the vision and values of Te Whatu Ora, Te Matau a Māui Hawke's Bay. • Utilise Pacific consumer feedback and data to inform the development of programmes within Te Whatu Ora, Te Matau a Māui Hawke's Bay and community that support better health outcomes for Pasifika. • The Pacific Nurse Case Manager will be responsible to support individual patient pathways across the primary, secondary and tertiary care interface, establishing effective working relationships with members of the multi-disciplinary team, Pasifika health team, patients, their families and care givers. • As Pacific Nurse Case Manager, triage referrals to identify complex patients and their families who are Pasifika to proactively assess, support and manage the pathway to receiving care or other necessary services as part of a planned intervention • Provide and oversee clinical assessment, treatment and education and follow up as necessary for patients referred to Fanau Ola • Attend MDT meetings to assist decision-making, problem solving and identification of issues actively providing advice and strategies in relation to planning, implementation of Fanau Ola plans and evaluating patients with complex management needs who identify as high risk • Actively contributes to the discussions around improving services for Pasifika • Advocates for Pasifika patients with service Booker/scheduler to ensure Pasifika patients have improved coordination of appointments • Demonstrates a high level of care management, acts autonomously in a variety of contexts, including acute, community and primary care settings • Ensure high level of documentation standards to ensure all Fanau Ola assessment and Fanau Plans, individual clinical records, referrals and requests for advice and discharges are available to members of the care team internal and external • Collect, collate and organise data on the health and wellbeing and related needs of Pasifika patients and their fanau • Case manages Pasifika patients with the Pacific Health team, social workers and other agencies as appropriate • Reviews patients processes to ensure Pasifika patients and their fanau receive care and other social interventions in a timely way • Maintains open lines of communication with clinicians and other agencies around any issues that may arise related to their Pasifika patients/fanau • Provides clinical and professional support and supervision to the multidisciplinary team • Identifies unsafe practice and responds appropriately to ensure safe outcomes • Ensures the rights of patients, staff and families are upheld 			

	<ul style="list-style-type: none"> • Maintains continuous development and accuracy of Pacific Nurse Case Manager Fanau Ola desk file. • Provide strong clinical leadership skills with in the multi-disciplinary team • Utilises critical thinking and decision-making skills where appropriate • Provides monthly reports directly related to achieving F/O and Pacific Health Gains • Advocates on behalf of patient and Fanau as appropriate and in a culturally appropriate manner • Promote innovative and creative clinical nursing practice and ensure it is validated with best practice and research activities • Promotes a patient and Fanau focussed approach
<p>KEY DELIVERABLES</p>	<p>The Pacific Case Nurse Manager will practice in accordance with the Nursing Council of New Zealand Code of Conduct and competencies for a Registered Nurse.</p> <p>Contributes to the management of Pacific Health Development</p> <ul style="list-style-type: none"> • Monitors and reviews Pacific information relating to Non-attendance (DNA), EC patients and other referral pathways and outcomes of Pasifika intervention • Develops innovative intervention and support within to further enhance the services to deliver best practice • Recognises barriers to engagement and compliance and develops an ability to work collaboratively with others to develop an appropriate solution • Works with the Team Leaders to provide accurate timely reports of achievement against outcomes. <p>Maintains own professional development</p> <ul style="list-style-type: none"> • Maintains a currently assessed Professional Development and Recognition Programme (PDRP) portfolio • Monitors national and international trends in the area of practice • Maintains and update own knowledge base related to area of practice • Attends educational opportunities relevant to the role and scope of practice and uses this knowledge to improve practice. • Actively participates in relevant professional organisations. • Networks with other clinical nurse coordinators both regionally and nationally for sharing of knowledge and processes, looking to continuously improve the quality of care to patients. • Provide strong clinical leadership skills within the multidisciplinary team. <p>Cultural Competency</p> <ul style="list-style-type: none"> • Maintains a current knowledge of relevant issues, trends and practices • Behaviour demonstrates cultural appropriateness and sensitivity • Builds and maintains productive working relationships • Demonstrates an understanding in health of barriers and disparities that affect Pasifika patients and their families • Is aware of and supports Tikanga Best Practice <p>Utilisation of information technology</p> <ul style="list-style-type: none"> • Is proficient in capturing patient information • Demonstrates ability to access and use available clinical information systems. • Is conversant with applications required for specific discipline/role. For example, i.PM, Concerto, Outlook, E-Shared Care etc. • Maintains own professional development by attending relevant IT educational programmes • Demonstrates ability to use incident reporting system and manage incidents systematically. • Proactively engages with e –technology • Ensures that any technology utilised adheres to the social media, code of ethics and conduct of conduct policies

HEALTH & SAFETY RESPONSIBILITIES	<p>Te Whatu Ora, Te Matau a Māui Hawke’s Bay is committed to maintaining and promoting the health & safety 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 H&S at risk ○ Not to do anything that puts others H&S at risk ○ To follow all health and safety policies and procedures ○ To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm)</p>	
KEY WORKING RELATIONSHIPS	<p>INTERNAL</p> <ul style="list-style-type: none"> ● Secondary care services in the hospital ● Te Puni Tūmatawhānui Health Improvement and Equity Directorate <ul style="list-style-type: none"> - Pacific Health Service - Population Health Service - Māori Health team ● Whānau and community groups ● Health care professionals and staff across Te Whatu Ora, Te Matau a Māui Hawke’s Bay ● Public Health team ● Pharmacists ● Allied Health team ● Human Resources 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ● Pacific community champions ● Pacific community settings/groups ● National and regional Pacific NGOs ● Government agencies ● Primary and NGO sector ● Te Whatu Ora Pacific services ● Ministry of Health/National Health Board ● Health Quality & Safety Commission ● Other Te Whatu Ora Fanau Ola teams ● Intersector agencies
DELEGATION AND DECISION	<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"> ● Guideline: Responsibilities for direction and delegation of care to enrolled nurses (May 2011) ● Guideline: Delegation of care by a registered nurse to a health care assistant (May 2011) <p>Works collaboratively with the Pacific team, health services and community champions 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, fixed term to 30 June 2023	
EMPLOYMENT AGREEMENT & SALARY	In accordance with Te Whatu Ora – Health New Zealand, Te Matau a Māui Hawke’s Bay / PSA Mental Health and Public Health Nursing Multi Employer Collective Agreement (MECA) according to qualifications and experience, pro rata for hours worked.	
DATE	September 2022	

ESSENTIAL CRITERIA

Qualifications

- Current registration with Nursing Council of New Zealand as Registered Nurse
- Postgraduate qualification in nursing/health with ongoing tertiary study plans.

Experience

- Extensive experience in health (ideally 5-10 years)
- Experience in Pacific community development
- Basic Pacific language skills
- Knowledge and practice of Pacific peoples
- Developing skills and knowledge in others (fanau, patients / clients)
- Sharing knowledge, best practice and understanding the context and impacts of styles of communication
- Empowering and supporting clients / patients
- Negotiation skills
- Strategic planning and project management
- Interpreting policies and procedures into action
- Credibility and integrity (embraces professionalism and ethical practice).
- Ability to grasp implications of a situation quickly

Business / Technical Skills

- Holds a current annual practising certificate as a Registered Nurse
- Holds a currently assessed nursing portfolio as assessed via an approved Professional Development Recognition Programme (PDRP)
- Demonstrated ability to work within a team
- Demonstrated time management skills
- An understanding of the Hawke's Bay Pacific community
- Community development
- Demonstrates an understanding of continuous quality improvement

Key Attributes

- 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 the whānau
- Actively engages in respectful relationships with Māori consumers, 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

DESIRABLE CRITERIA

Experience

- Experience working within fanau and understanding the dynamics and inter-relationships people have with their communities / environment
- Skills in partnering with Pacific health and mainstream health service providers, public and private sector organisations to better enable shared care approaches
- Skills in project management and report writing
- Knowledge of the health sectors including individual rights and collective entitlements
- Capability to assess systems and recommend improvements.
- Knowledge of the political, legislative or other external influences affecting the health sector

Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Efficiency with Microsoft word and excel

- Able to do at least 3 half press ups (i.e. on knees)

Vaccination status for role:

All staff must be vaccinated annually for Influenza and full COVID-19 vaccinations as per mandated by the Ministry of Health
 Additional vaccinations are required for Clinical Staff



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.