

Health New Zealand Te Whatu Ora	POSITION TITLE	Associate Clinical Nurse Manager Medical Outpatients		
	GROUP	Hospital Group	DEPARTMENT	Medical Outpatients
	REPORTING TO (operationally)	Medical Outpatient Operations Manager	REPORTING TO (professionally)	Director of Nursing Hospital
GROUP RESPONSIBILITIES & DIRECT REPORTS	This role covers the Villa 2 Medical Outpatients within Health New Zealand Te Whatu Ora, Hawke’s Bay, Te Matau a Māui Hawke’s Bay. Staff reporting N/A Direct N/A Indirect			
PURPOSE OF THE POSITION	To support the Medical Outpatient Operations Manager (MOOM) with delegated operational management and professional activities of Villa 2 Outpatient service in consultation with the Group Leadership Team and other relevant managers. This includes: <ul style="list-style-type: none"> Clinical support and expertise to enable an effective practice environment (patient flow) Ongoing delegated responsibility for human resource activity which includes safe staffing, rostering, annual performance reviews, peer review for nursing PDRP requirements, annual and sick leave management Provision of direct clinical care as required Provides clinical leadership for staff and assists with coaching and supervision 			
KEY DELIVERABLES	<p>Contributes to delivery of safe and effective services in partnership with clinicians</p> <ul style="list-style-type: none"> Maintains a safe environment for patients, staff and the public Service delivery and capacity is managed within available resources Maintains and documents appropriate standards of care Build effective relationships with clinical teams within the department and across other departments <p>Safe staffing and staff management</p> <ul style="list-style-type: none"> Participates in staff recruitment to maintain safe staffing levels within department To ensure TrendCare is completed (where applicable) and actively supports Variance Response Management (VRM) with staff including acuity-based staffing and redeployment maintaining a whole hospital focus Ensure staff are competent, motivated and appropriately trained (including all mandatory training) and 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 Contributes to team annual performance review and competence as evidenced by a currently assessed nursing portfolio via the approved Professional Development and Recognition Programme (PDRP) Contributes to leave management requirements (annual & sick leave) ensuring appropriate coverage to ensure staffing levels are maintained Supports the MOOM in ensuring rosters are compliant with the Te Whatu Ora / NZNO collective agreement requirements Supports staff as delegated on return-to-work programmes in partnership with Occupational Health Supports MOOM to ensure nursing staff maintain APC’s and are supported to demonstrate competencies via the nursing professional development and recognition programme (PDRP). Supports clinical placements for undergraduate nursing students throughout the academic year <p>Quality systems</p> <ul style="list-style-type: none"> Supports compliance of systems to facilitate continuity of quality patient care, during the patient journey Supports the MOOM as delegated with event and complaints management You may be assigned additional portfolios within this role and these will be mutually agreed between yourself and your manager. Implements and contributes to quality initiative requirements including audit and evaluation 			
HEALTH & SAFETY RESPONSIBILITIES	Health New Zealand 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: <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 (You have the right to cease work if you believe that you, or others, are at risk of serious harm).			

KEY WORKING RELATIONSHIPS	INTERNAL <ul style="list-style-type: none"> • Medical Outpatient Operations Manager • Nursing & HCA team within department • Director and Associate Director of Nursing • Group Leadership team • Allied Health staff • Medical staff • Wider teams across departments • Hospital Co-ordination Unit • Duty Managers • Chief Nursing Officer • Education & Development services 	EXTERNAL <ul style="list-style-type: none"> • Other service providers • Primary and NGO sector • Rural health providers • Regional services • Academic providers' students & staff • Nursing Council of New Zealand • New Zealand Nurses Organisation • Te Whatu Ora Health New Zealand • Health Quality Safety Commission
DELEGATION AND DECISION	<ul style="list-style-type: none"> • Makes decisions within delegated responsibility to meet requirements within the department • Is required to ensure human resource components of the role meet agreed KPI's • Works collaboratively with the Medical Outpatient Operations Manager and any other leads, within the department to achieve the plan and to problem solve complex issues as they arise. • Provides leave cover for the Medical Outpatient Operations Manager 	
HOURS OF WORK	32 hours per fortnight	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the Te Whatu Ora – Health New Zealand and New Zealand Nurses Organisation Nursing & Midwifery Collective Agreement Senior Designated Nurses Scale, Grade 2 (formerly grade 4) \$116,040 - \$127,674 gross per annum according to qualifications and experience pro rata for hours worked.	
TENURE:	Permanent	
DATE	November 2024	
EXPENDITURE & BUDGET ACCOUNTABILITY	<ul style="list-style-type: none"> • As delegated 	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> • Manages both nurses and health care assistants within the department • Effectively prioritising workload to ensure work is completed within the agreed time and KPI's are met • Completion of annual performance reviews for all team members 	

ESSENTIAL CRITERIA

Qualifications

- Current registration with the Nursing Council of New Zealand as a Registered Nurse.
- Postgraduate qualification in nursing / health with ongoing tertiary study plans (or with at least one postgraduate paper completed).
 - *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.*

Experience

- At least three years clinical experience.
- Proven leadership skills
- Experience in influencing and implementing practice changes
- Proven customer service skills.

Business / Technical Skills

- Holds a current annual practising certificate as a Registered Nurse.
- Holds a currently assessed proficient level portfolio (as a minimum) via an approved PDRP.
- Has a sound knowledge of IT programmes e.g., word, excel, etc.
- An understanding of continuous quality improvement.
- An understanding of HR process & 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 ability to effectively prioritise and manage workloads.
- Effective communication skills across multiple mediums.
- 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 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 vaccinations.

DESIRABLE CRITERIA

Experience

- Experience and understanding of HR process and performance management
- Project management
- 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.



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.

RARANGATE 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.