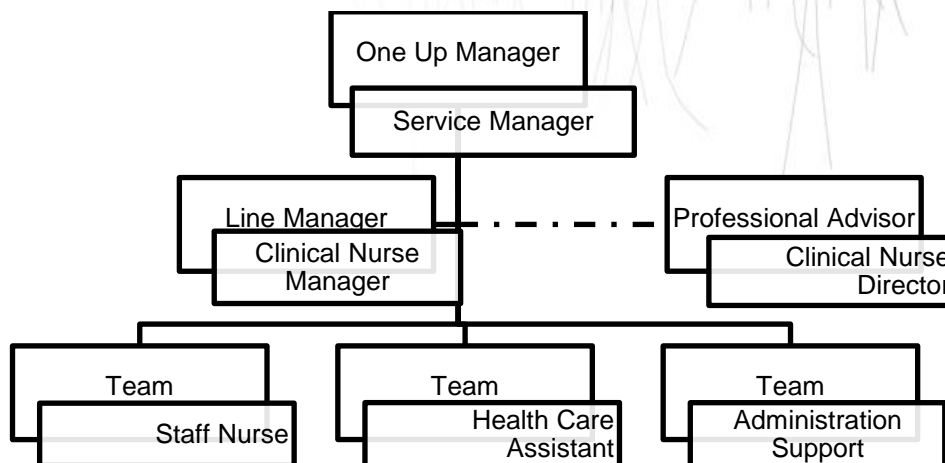


POSITION DESCRIPTION

Position:	Registered Nurse – Outpatient Department	
Responsible to:	Associate Clinical Nurse Manager	
Direct Reports:	Nil	
Location:	Rotorua & Taupō	
Functional relationships:	Internal: Clinical Nurse Directors Clients Family, whanau, caregivers Nursing Staff Clinical Nurse Educators Clinical Nurse Specialists Duty Nurse Managers Clerical Staff Multidisciplinary team Other Departments ..	External: Community agencies Other health providers Social services ..
Financial delegations:	Nil	
Date:	August 2022	



Primary purpose(s) of the position

- To facilitate the delivery of effective outpatient clinics within our multi specialty area. The registered nurse will ensure smooth running, quality patient care and a safe patient journey through the department

Key Objectives	Description	Expected Outcomes
Clinic Management	Provides a smooth journey for patients and facility users	<ul style="list-style-type: none"> • Assist with the facilitation of the outpatient clinics as allocated each day. • Check all clinic lists for required clinical interventions and ensure same are planned for and achieved. • Provide support and advocacy for patients and whanau, enabling informed choices and access to relevant information and consumer advocacy services as appropriate. • Acts as chaperone or ensures chaperone is available as needed for patients and whanau. • Act as liaison between patient, medical and other health agencies to foster seamless links and timely responses between services. • Ensures appropriate clinical and pharmaceutical stock is ordered against Imprest, and that resources are used in a mindful and economic way.
Patient Care	Provides quality patient care and clinical leadership.	<ul style="list-style-type: none"> • Complete clinical observations and interventions as needed, ensuring accurate and timely documentation in patient notes of interventions/actions. Ensures all clinical equipment required for clinical procedures is available, and in line with policy and infection control practices. • Support and assist medical staff with clinical examinations/investigations/procedures as appropriate, ensuring patient preparedness and informed choice/consent achieved. • Provides clinical support and leadership to Enrolled Nurses and Healthcare Assistants within the department. • Assists and supports the Healthcare Assistants as needed in HCA facilitated clinics, undertaking clinical interventions as needed and appropriate. • Undertakes and manages a specific portfolio of responsibility as agreed with the OPD CNM and CND. • Is responsible for maintaining expertise and a leadership role for an agreed area speciality practice, providing support and coaching to colleagues.
Multidisciplinary Team		<ul style="list-style-type: none"> ▪ Demonstrates effective role modelling in cooperative and collaborative working • Promotes and supports team work and flexibility between clinical and administrative staff members and functions of the OPD team • Works proactively with medical specialists and nurse specialists to ensure effective services to patients using the OPD department.
Nursing Practice	Delivers quality nursing care in line with registration and current	<ul style="list-style-type: none"> • Demonstrates continuing achievement of competencies within the four domains for registration with Nursing Council of New Zealand

	practising certificate competency requirements of the Nursing Council of New Zealand.	<ul style="list-style-type: none"> i. Professional Responsibility ii. Management of nursing care iii. Interpersonal relationships iv. Inter-professional health care and quality improvement <ul style="list-style-type: none"> • Meets practice and educational hours in accordance with NCNZ minimum requirements. • Maintains currency in organisational core certification as relevant to the clinical area. • Meets the orientation and on-going knowledge and skill requirements for relevant clinical areas. • Must comply with any specific conditions on practice as determined by NCNZ
Contribution to effective clinical service delivery	Provides support to line manager/CNM in achieving the aims of the department.	<ul style="list-style-type: none"> • Undertakes and manages a specific portfolio of responsibilities as agreed with the CNM • Actively facilitates and role models team working and flexibility between clinical and support staff members • Works proactively with medical specialists and nurse specialists to ensure effective services to patients using the department. • Provides care which enables effective patient journeys through the care continuum.
Other requirements		<ul style="list-style-type: none"> • The Lakes District Health Board is required to provide 24 hour services which at times may require you to change duties or redeploy to another unit/department to ensure safe patient care. • This position description is not exhaustive and you may be requested to perform other reasonable tasks within your scope of practice.



Te Ringa Tōmau

Te Ringa Hora



Te Ringa Raupā



Te Ringa Ahuahu

Te Ringa Taurima



Capabilities	Capability definition	Achievement Indicators
Communication and Personal Interaction Te Ringa Hora <i>the open hand (denoting someone who is sociable)</i>	Openly communicates and cooperates with all levels of DHB employees, patients and visitors.	<ul style="list-style-type: none"> • Builds and maintains open respectful relationships. • Openly and constructively participates in conversations with multidisciplinary team, patients, managers and visitors. • Accepts differences of opinion can occur but these happen respectfully. •
Strategy & Performance Te Ringa Raupā <i>the roughened hand (symbolising a hard worker)</i>	Spends energy on delivering role requirements and meeting objectives	<ul style="list-style-type: none"> • Has an energetic approach to work and is self motivated.
Development and Change Te Ringa Ahuahu	Accepts change in day to day practices and contributes to decision making of the team.	<ul style="list-style-type: none"> • Accepts direction and instruction of manager but is able to work effectively without direct guidance. • Maintains expected productivity in line with assigned duties. • Constructively makes suggestions to improve process or practices and gain efficiencies.

<i>the hand that shapes or fashions something (refers to someone who is innovative)</i>	Makes suggestions to increase efficiency of the unit.	<ul style="list-style-type: none"> • Demonstrates positive attitude and responsiveness to opportunities for improvement. • Is solution focused. • Undertakes and manages a specific portfolio of responsibilities as agreed with the CNM.
Personal Accountability Te Ringa Tōmau <i>the hand that is trustworthy</i>	Is open with manager and colleagues and open to accepting feedback and critique to improve upon practice. Looks for and undertakes development activities appropriate for role and career development.	<ul style="list-style-type: none"> • Offers and receives constructive critique of practice and self. • Shows respect and establishes rapport when responding to the different needs of people and practice situations. • Advises manager whenever issues may be impacting on performance. • Recognises areas that could be improved in own practice and takes action to address those needs.
Culture and Values Te Ringa Taurima <i>the hand that nurtures, encourages, supports</i>	Operates in line with DHB values and expectations and professional codes of conduct.	<ul style="list-style-type: none"> • Demonstrates manaakitanga, respect, integrity and accountability in every day performance. • Incorporates the Lakes Way into day to day business activities. • Demonstrates the culture and the agreed behaviours of Te iti Kahurangi. • Shows respect for patients, colleagues, managers, Multi-disciplinary team and others.

Compulsory Requirements	Description	Expected Outcomes
Māori Health	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> • Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Lakes DHB Maori Health division in the planning and delivery of services. • Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori. • Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care. • Māori are enabled to access and participate in cultural activities provided by the Lakes DHB. • A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Lakes DHB is shown.
Te Iti Kahurangi	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> • Works within the Te Iti Kahurangi framework and supporting guide document.
Record Keeping		<ul style="list-style-type: none"> • Complies with the Lakes DHB Corporate Records Management policy to create and maintain full and accurate records.
Quality & Risk	Patient safety is paramount to the service we deliver at Lakes District Health Board. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.	<ul style="list-style-type: none"> • Employees are supported to lead by example and implement a culture of continuous quality improvement. • Risks that may prevent Lakes DHB from achieving their goals are identified, reported, and managed. • Māori patients are provided patient-centred care to achieve positive Māori health outcomes. • Needs of Māori are reviewed and reported in the further development of practice, process and or policy. • Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology. • Quality care is provided to certification standards.

Health & Safety

Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.

- Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Lakes DHB policy and legislative requirements.
- Healthy lifestyles are actively promoted and participated in, within the work area.
- Employees participate in Health and Safety within areas of work.
- Health and Safety activities are appropriately documented within specified timeframes.
- Health and Safety policies have been read and understood and are applied in the workplace.
- Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately.
- Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.
- All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.

Signatures:

Line Manager:
(position description approved): _____

Employee:
(acceptance of position description): _____

(Please also initial all other pages to show acceptance of position description.)

Person Specification	Essential:	Desirable:
Education and Qualifications:	<ul style="list-style-type: none"> ▪ Registration with the Nursing Council of New Zealand (NCNZ) ▪ Current Annual Practising Certificate ▪ A relevant nursing qualification. In some instances particular experience and/or on-the-job training may be required proficient computer literacy 	<ul style="list-style-type: none"> ▪ Qualification relating to area of practice ▪ Current drivers license ▪ Post Graduate Qualification
Experience:	<ul style="list-style-type: none"> ▪ Meets competent level or higher on the Professional Development and Recognition Programme ▪ Recent hospital clinical practice 	
Health Practitioners Competence Assurance Act 2003	<ul style="list-style-type: none"> ▪ You are required to maintain your current competency based practicing certificate. ▪ You must notify your Manager of any changes to scope or conditions on practice (determined by Regulatory Authority). ▪ You must complete the requirements of any competency programme. ▪ You must notify the employer of concerns relating to the risk of harm to the public of another health practitioner practicing below the required standard of competence. ▪ You are required to know the provisions of the HPCAA as the governing legislation. 	
Knowledge:	<ul style="list-style-type: none"> ▪ Te Tiriti O Waitangi in the provision of health care services and support to Māori. ▪ Te Tiriti O Waitangi in practice, process, policy development and decision making. 	<ul style="list-style-type: none"> ▪ Proficiency in tikanga and te reo ▪ Knowledge of Disability Support sector networks, Rehabilitation Sector and Maori systems and networks

	<ul style="list-style-type: none"> ▪ Lakes DHB is a Reorua organisation knowledge and understanding of Te Reo/ Correct pronunciation. ▪ Health and Disability Code of Consumer Rights 1996 ▪ Health Information Privacy Code 1994 ▪ Health Practitioners Competency Assurance Act 2003 ▪ Human Rights Act 1993 ▪ Lakes District Health Board Quality Framework ▪ Medicines Act 1981 and Medicines Regulation 1984 ▪ Misuse of Drugs Act 1975 and Regulations 1977 ▪ Nursing Council of New Zealand Code of Conduct 2004 ▪ Nursing Council of New Zealand Competencies for Scope of Registered Nurse 2005 ▪ Treaty of Waitangi Act 1975 and its application to the health setting 	<ul style="list-style-type: none"> ▪ Have an awareness of Iwi and Hapu within the boundaries of region
Skills:	<ul style="list-style-type: none"> ▪ Pronunciation of Te Reo Māori words and names. 	<ul style="list-style-type: none"> ▪ Te Reo Māori
Personal Attributes:	<ul style="list-style-type: none"> ▪ Caring and compassionate attitude towards clients, whanau and co-workers ▪ Motivated and self directed ▪ Excellent interpersonal skills ▪ Adaptability and flexibility ▪ Prioritisation, time and workload management skills ▪ Works well within team to achieve collective outcomes. 	<ul style="list-style-type: none"> ▪ Non-smoker preferred. ▪ Flexibility and lateral thinking
Work Tasks (may include any combination of the following):	<ul style="list-style-type: none"> ▪ Assesses, plans, implements and evaluates nursing care for patients according to accepted nursing practice and standards; ▪ Works in consultation with other health professionals and members of health teams, and co-ordinating the care of patients; ▪ Provides interventions, treatments and therapies such as medications, and monitors responses to treatment and care plans; ▪ Promotes health and assists in preventing ill health by participating in health education and other health promotion activities; ▪ Answers questions and providing information to patients and families about treatment and care; ▪ Supervises and co-ordinating the work of enrolled nurses and other health care workers. 	
Work environment	<ul style="list-style-type: none"> ▪ Works indoors in hospital wards and clinics and other health care facilities in private and public hospitals and medical centres and specialist practices and clinics. ▪ Works in adequately lit, heated, ventilated and clean, well maintained and hygienic workspaces. 	
Work function or Activity	<ul style="list-style-type: none"> ▪ Light to heavy physical demand. ▪ Sits occasionally during patient briefings, writing reports and at staff meetings. 	

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- Stands and walks frequently to monitor and examine patients, gather and use equipment, medications and deliver other medical interventions.
 - Lifting up to a heavy demand will be required when moving patients to carry out nursing procedures.
 - Occasional bending, squatting, crouching, stretching, twisting and reaching may be required when carrying out nursing procedures.
 - Frequent contact with body fluid and materials will necessitate the use of protective clothing and gloves and safety procedures will be adhered to.
 - Occasional repetitive hand and finger movements will be necessary when using computers and writing notes.
 - There will be frequent use of surgical and medical equipment and materials including medicines, medical instruments, blood pressure and temperature taking equipment medical dressings and sterilising equipment.
 - Mental activities necessary include a high level of cognitive functioning with nursing, observation, evaluation, assessment, communication, interpersonal, organisational, problem solving and decision-making capabilities.
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ABOUT LAKES DISTRICT HEALTH BOARD

At Lakes District Health Board we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

VISION

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well being, and ora - describing the state of wellness.

STRATEGIC MISSION



- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

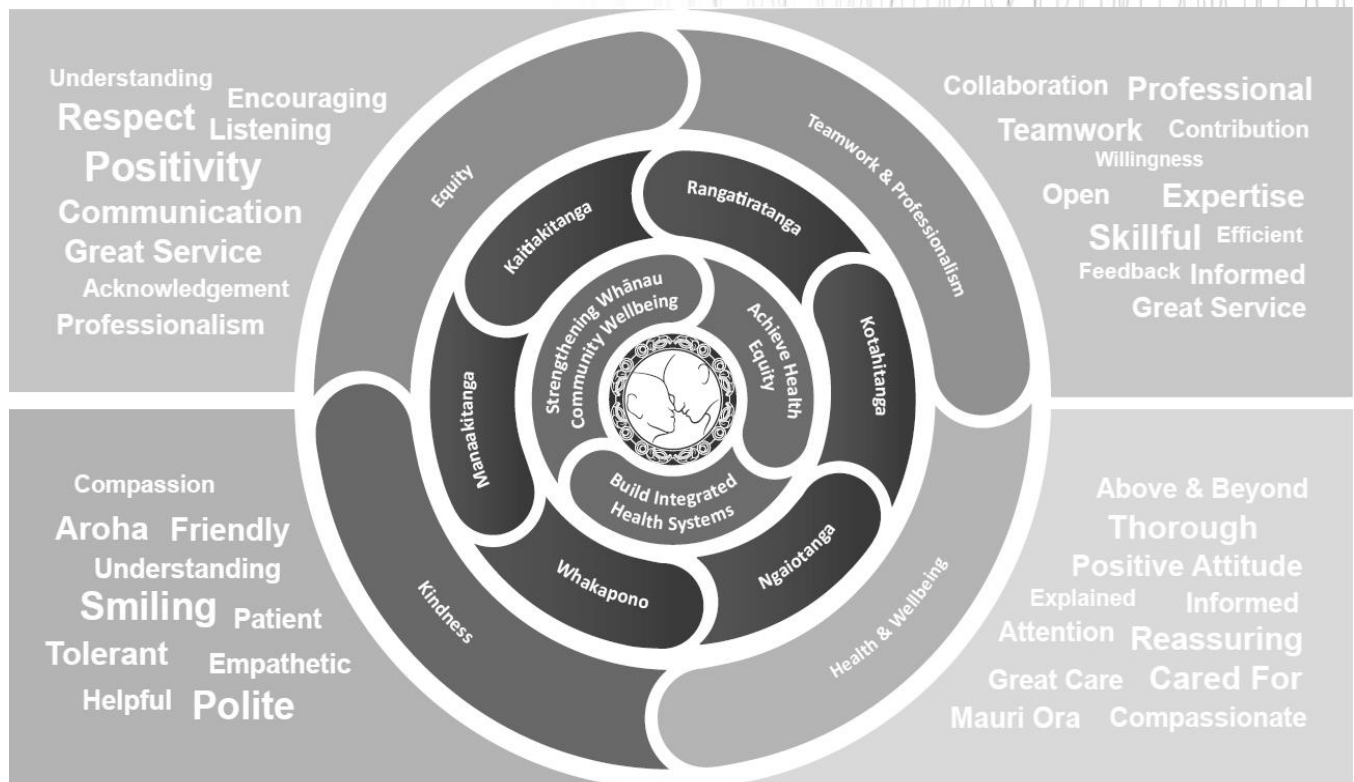
THREE CORE VALUES

Manaakitanga respect and acknowledgment of each other's intrinsic value and contribution

Integrity truthfully and consistently acting collectively for the common good

Accountability collective and individual ownership for clinical and financial outcomes and sustainability

TE ITI KAHURANGI – THE LAKES WAY, OUR PLACE, OUR CULTURE – WE WILL



TE TIRITI O WAITANGI

Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

Mana motuhake

Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.

Mana tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Lakes DHB is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.

ORGANISATION STRUCTURE

Te Whatu Ora

Health New Zealand

Lakes

