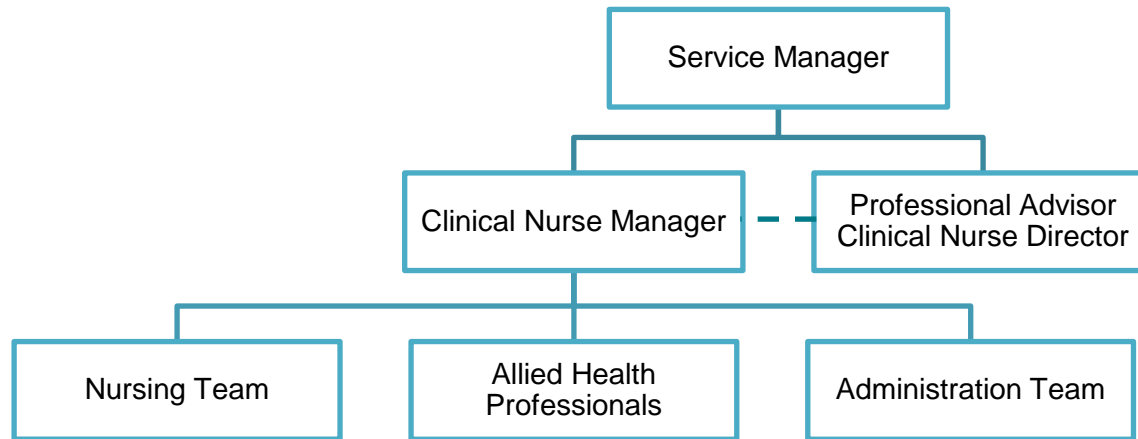


POSITION DESCRIPTION

Position	Clinical Nurse Shift Leader & Mentor – Whare Whakaue Mental Health Inpatient Unit	Direct Reports	Nil
Responsible To	Clinical Nurse Manager (CNM) Service Manager (MHAS)	Location	Rotorua and Taupō
Financial Delegations	Nil	Date	February 2023
Relationships Internal	Clinical Nurse Directors Clients Nursing Staff Community Mental health & Addictions Services Clinical Nurse Educators Clinical Nurse Specialists Nursing Staff Medical Staff Allied Health Staff Administration Staff Duty Managers Maori Health Teams Multi-Disciplinary Teams Other Departments	Relationships External	Clients / Patients Family, Whanau, Caregivers Non-Government Organisations Care organisations NASC GPs Toi Ohomai Family Court system Criminal Justice System Community Agencies Other Health Providers Social Services



1. Primary Purpose(s) of the Position

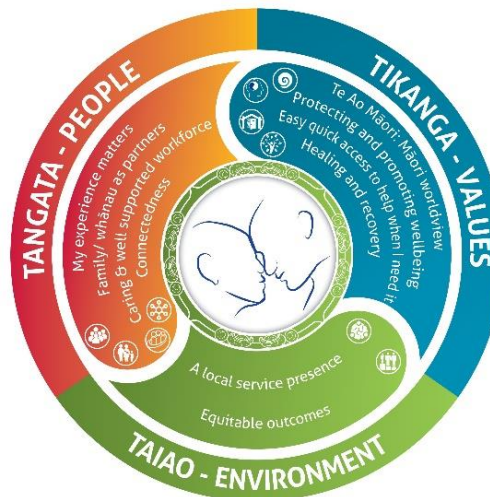
- The Clinical Nurse Shift Leader (CNSL) and mentor role facilitates and grows the capacity to deliver effective clinical services ensuring quality patient care and a safe patient journey across the care continuum.
- To provide professional nursing leadership, co-ordination of and education to staff on a shift by shift basis.
- Act in the roles of educator, consultant, researcher, leader/change agent in the pursuit of excellence and improved health outcomes for people experiencing mental distress.
- The Registered Nurse (RN) is responsible and accountable for the assessment, planning, delivery and evaluation of safe and appropriate nursing care.
- Provides nursing care based on the RN scope of practice, NCNZ competencies, Lakes policies and protocols and current best practice.
- Works collaboratively within the multidisciplinary team ensuring quality patient care and a safe client journey across the care continuum.
- Leadership is central to the CNSL & Mentor role, however in order to influence and strengthen nursing and multi-disciplinary practice it is essential the role is underpinned by all the competencies as outlined below:
 - Promotes excellence in nursing and multi-disciplinary practice within an interdisciplinary environment.
 - Promotes the enhancement of practice and the development of knowledge and skills for nursing and multi-disciplinary staff.
 - Shows effective nursing leadership and consultancy with an educational focus.
 - Promotes and utilises research and evidence-based nursing practice.
 - Maintains own professional development.

- Nursing response to Te Ara Tauwhirota - “Pathways that lead us to act with kindness” (Model of Care) to provide the optimal environment and service to effect client’s wellness and recovery.

Te Ara Tauwhirota- *Pathways that lead us to act with kindness*

Model of Care for Mental Health and Addictions for Te Whatu Ora Lakes area

- **Tangata – People**
 - My experience matters
 - Family/Whānau as partners
 - Caring and well supported workforce
 - Connectedness
- **Tikanga –Values**
 - Te Ao Maori: Maori worldview
 - Protecting and promoting wellbeing
 - Easy quick access to help when I need it
 - Healing and recovery
- **Taiao – Environment**
 - A local service presence
 - Equitable outcomes



Key Objectives

Nursing Practice

The Registered Nurse provides safe effective client care using professional knowledge and skills in accordance with the Registered Nurse Scope of Practice and Nursing Council of New Zealand competency requirements.

Expected Outcomes

- Demonstrates continuing achievement of competencies within the four domains for a Registered Nurse with Nursing Council of New Zealand (NCNZ):
<http://www.nursingcouncil.org.nz/content/download/263/1205/file/Nursing%20comp%20for%20RN.pdf>
 - Professional Responsibility;
 - Management of nursing care;
 - Interpersonal relationships;
 - Inter-professional health care and quality improvement.
- Maintains NCNZ requirements of an annual practicing certificate.

Key Objectives

Expected Outcomes

	<ul style="list-style-type: none">• Meets the orientation and ongoing knowledge and skill requirements for relevant clinical areas.• Maintains currency in organisational core certification as relevant to the clinical area.• Notify your manager of any changes to your scope of practice or conditions on practice (determined by NCNZ).• Comply with any specific conditions on practice as determined by NCNZ.• Maintains knowledge of and practices within the HPCA Act, code of conduct NCNZ and other governing legislation relevant to the nursing role.• Practices within Lakes guidelines, protocols and Nursing Practice Standards.• Provides specialist clinical care following the principles of the model of care Te Ara Tauwhirotanga – Pathways that lead us to act with kindness.
Provides Shift Leadership / Co-ordination that achieves the aims of Whare Whakaue	<ul style="list-style-type: none">• Undertakes and manages portfolio of responsibilities as agreed with the CNM that include but are not limited to:• Co-ordinates all operational requirements on a shift by shift basis• Provide clinical leadership for the shift team• Effectively liaise and communicate with all internal and external stakeholders• Liaison with Agency Coordinator to obtain extra or replacement staff if other suitable staff is not available• Work in close partnership with Clinical Nurse Manager and Clinical Nurse Specialist to ensure effective service delivery• Promote and advance the Whare Whakaue nursing model• Lead and demonstrate advance clinical reasoning and decision making• Actively facilitates, promotes, supports and leads shift teamwork• Encourages the cost effective use of stock• Manages actual/potential situations of conflict• Participates in staff meetings and peer review as scheduled• Deliver educational activities through coaching, informal teaching and mentoring.
Contribution to Service Delivery Member of the Nursing team, contributing to collaborative team work, and individual responsibility for generating and maintaining accurate TrendCare data.	<ul style="list-style-type: none">• May be responsible for a portfolio within the unit or initiatives that enhance service provision for people experiencing mental health needs or distress and their whānau.• Provides support to colleagues and the multidisciplinary team (MDT) to meet patient care and service needs.• Must ensure the correct type and predictions are completed for each patient on the morning shift for the next 24 hours, or for the remaining shifts if admitted in the afternoon/night.• Patient care must be actualised for each patient on each shift within the designated time frame.• New patients must have correct patient type and care predicted within 30 minutes of admission.

Key Objectives

Expected Outcomes

- Ensure allocate staff screen reflects any worked hours not available to provide inpatient care.
- With CNM, or other colleagues, reviews and adapts workload allocation in response to clinical demand and nursing resource, utilising Trendcare data.
- May be required to work in other units to meet patient care needs.
- May take the leadership role by coordinating the shift.
- Is mindful of and responsible for the appropriate and cost effective use of resources in relation to allocated patients within the unit.
- May assist in identifying education gaps and issues and undertake practice audits.
- May assist in identifying and supporting the development of relevant policy, protocols, guidelines and procedures in relation to service improvement opportunities with an emphasis on continuous quality improvement.

Daily activities

Work tasks

- Primarily grows the capacity of junior staff to deliver a high standard of care through coaching and mentoring.
- May carry a small caseload to perform the following:
 - 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 coordinating 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 coordinating the work of enrolled nurses and other health care workers.
 - Completes all required electronic and paper clinical documentation, accurately and in a timely fashion

Utilisation of Telehealth

Provision of patient centric care which will give patients the option of telephone or video appointments where there is no need for an in-person appointment.

- Service provision is in line with the New Zealand Health Strategy and the Nurse Executives of New Zealand Telehealth Position statement to provide care “closer to home”.
- Assist doctors and nurse practitioners to deliver care via video and phone.
- Advise patients in the use of tele-monitoring devices (where appropriate) and provide follow-up care to prevent unnecessary hospital admissions.

Model of Care

Follows the principles of the model of care “Te Ara Tauwhirotaanga –

- Utilises Te Ara Tauwhirotaanga – “Pathways that lead us to act with kindness” model of care to engage with patients, visitors and multidisciplinary teams.

Key Objectives

Expected Outcomes

Pathways that lead us to act with kindness.”

- Incorporates and follows the principles of the model of care Te Ara Tauwhirotaanga – Pathways that lead us to act with kindness into day to day business activities

Other Requirements

- Lakes 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.

Key Objectives

Description

Expected Outcomes

Communication and Personal Interaction

Te Ringa Hora



the open hand (denoting someone who is sociable)

Openly communicates and cooperates with all levels of DHB employees, patients and visitors.

- 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



the roughened hand (symbolising a hard worker)

Spends energy on delivering role requirements and meeting objectives.

Organises own time to deliver on required tasks and duties.

- Has an energetic approach to work and is self-motivated.
- Accepts direction and instruction of manager but is able to work effectively without direct guidance.
- Maintains expected productivity in line with assigned duties.

Key Objectives

Description

Expected Outcomes

Development and Change
Te Ringa Ahuahu



the hand that shapes or fashions something (refers to someone who is innovative)

Accepts change in day to day practices and contributes to decision making of the team.
Makes suggestions to increase efficiency of the unit.

- Constructively makes suggestions to improve process or practices and gain efficiencies.
- 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



the hand that is trustworthy

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.

- 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



the hand that nurtures, encourages, supports

Operates in line with Lakes values and expectations and professional codes of conduct.

- 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

Expected Outcomes

Māori Health

Māori philosophies and values of health are demonstrated in work practice.

- Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Lakes 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.
- A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Lakes is shown.

Te Iti Kahurangi

The Lakes Way, Our Place Our Culture.

- Works within the Te Iti Kahurangi framework and supporting guide document.

Record Keeping

- Complies with the Lakes 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. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.

- Employees are supported to lead by example and implement a culture of continuous quality improvement.
- Risks that may prevent Lakes 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 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 in the appropriate scope.• Commitment to on-going post graduate education.• A relevant tertiary qualification equivalent to Post-graduate Diploma Mental Health Nursing and Addictions or equivalent in Health Sciences. In some instances particular experience and/or on-the-job training may be required• Four years experience post-graduate with minimum of three of those years in an acute inpatient unit or similar service.	<ul style="list-style-type: none">• Qualification relating to area of practice.• Evidence of relevant professional development in speciality clinical knowledge and skills.• Commitment to ongoing post graduate education• Professional affiliation• PDRP Expert Level• Current drivers' license.
Experience	<ul style="list-style-type: none">• Meets competent level or higher on the Professional Development and Recognition Programme.• Evidence of leadership in clinical practice and highly developed organisation skills.• Recent hospital clinical practice within the Mental Health and Addiction spectrum• In some instances particular experience and/or on-the-job training may be required.	<ul style="list-style-type: none">•
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.• Health and Disability Code of Consumer Rights 1996• Health Information Privacy Code 1994• Nursing Council of New Zealand Code of Conduct 2004• Nursing Council of New Zealand Competencies for Scope of Registered Nurse 2005	<ul style="list-style-type: none">• Knowledge of Disability Support sector networks, Rehabilitation Sector and Maori systems and networks.• Have an awareness of Iwi and Hapu within the boundaries of region.

Person Specification

Essential

Desirable

- Treaty of Waitangi Act 1975 and its application to the health setting.
 - Health Practitioners Competency Assurance Act 2003
 - Human Rights Act 1993
 - Lakes Quality Framework
 - Medicines Act 1981 and Medicines Regulation 1984
 - Misuse of Drugs Act 1975 and Regulations 1977
- (the above is not a finite list)

Skills

- Pronunciation of Te Reo Māori words and names.

- Proficiency in tikanga and te reo.

Personal Attributes

- 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 outcome.
- Contributes positively to the culture of the organisation.
- Takes direction positively.
- Accounts for own performance.
- Provides clinical care to patients, undertakes clinical organisation and administration, and facilitates communication within the hospital environment and between the hospital and outside organisations and individuals.
- Coordination and team organisational skills. Able to lead a shift team and confidently role-model expert clinical decision and reasoning in practice setting.

- Non-smoker preferred.



- Flexibility and lateral thinking.

2. About Te Whatu Ora – Lakes

At Lakes 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 and community wellbeing.

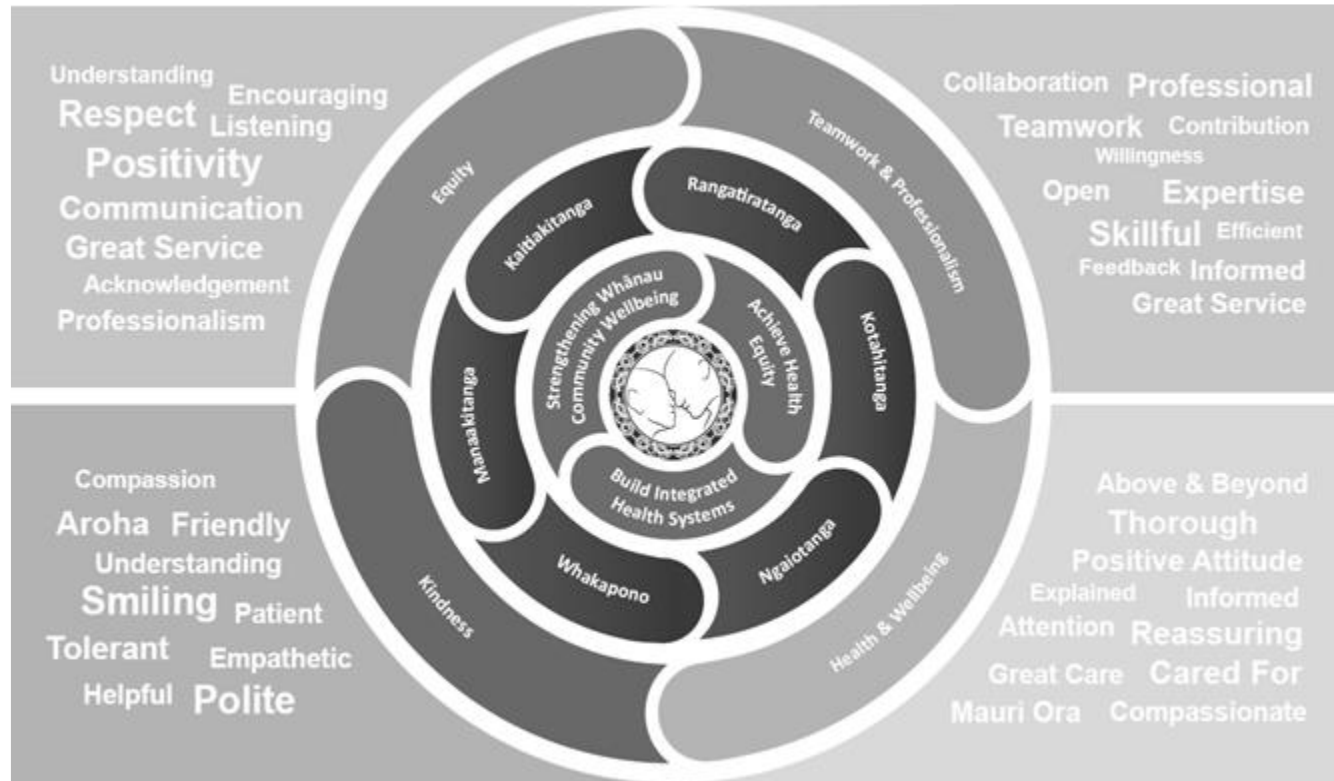
Three Core Values

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.

3. Te Iti Kahurangi – The Lakes Way, Our Place, Our Culture – We Will



4. 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 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.

5. Organisation Structure

