# POSITION DESCRIPTION

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| Position | **Associate Clinical Nurse Manager –Emergency Department** | **Direct Reports** | Nil |
| **Responsible To** | Clinical Nurse Manager (CNM) | **Location** | Rotorua |
| **Financial Delegations** | Nil | **Date** | June 2024 |
| **Relationships Internal** | Administration Staff  Nursing Staff  Allied Health Staff  Medical Staff  ED Head of Department  Clinical Nurse Director  Clinical Nurse Educator  Clinical Flow Manager  Te Aka Matua Services  Other Departments | **Relationships External** | Patients & Whanau  Community based Services |

Clinical Nurse Manager

Service Manager

Clinical Nurse Coordinators

Clinical Nurse Specialist

Clinical Nurse Educator

Administration

Team Leader

Staff Nurses

Health Care Assistant

Administration

Team

Associate Clinical Nurse Managers

Clinical Nurse Directors / ADON

## Primary Purpose(s) of the Position

The primary responsibility of the Associate Clinical Nurse Manager (ACNM) is to support the Clinical Nurse Manager (CNM) in leading, guiding and managing the clinical nursing / team in the promotion and delivery of safe and effective patient care and outcomes, supporting the management of patient flow in the Emergency Department.

The ACNM does this by:

* contributing to safe and effective patient outcomes, by leading and providing support to a responsive, competent and efficient customer focused ward, unit or team.
* providing direct clinical coordination for the emergency department, working with members of the integrated operations centre to support effective, safe flow for both the department and the hospital as a whole.
* ensuring the development and maintenance of professional standards of care and competencies
* undertaking clinical activities, projects, and quality improvement initiatives.
* undertaking regular clinical practice and maintaining a high level of clinical expertise and knowledge
* responsibilities as ACNM, may include supporting clinical service delivery, developing staff, analysing and improving clinical processes.
* Working collaboratively with CNM, Clinical Nurse Specialists, Educators and Inter-disciplinary staff from both Rotorua and Taupo emergency departments to improve the quality of clinical care and maximise outcomes/outputs.

The ACNM also works in partnership and close collaboration with the Clinical Nurse Directors, Clinical Director/HOD for Medicine Service to ensure a collegial and inter-professional service environment focussed on patient safety.

| Key Objectives | **Expected Outcomes** |
| --- | --- |
| **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. | * 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. * 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. * Maintains knowledge of and works within scope of practice as defined at any given time by New Zealand Nursing Council and as required to maintain registration. (http://www.nursingcouncil.org.nz/Nurses/Scopes-of-practice/Registered-nurse) * Must comply with any specific conditions on practice as determined by NCNZ |
| **Clinical Coordination and Management of Nursing Care**  Provides support to line manager/CNM in achieving the aims of the department. | * Coordinates and monitors provision of safe, effective nursing practice, using teamwork to deliver care which meets the needs of patients and their whanau * Works in close collaboration with medical and nursing staff to ensure timely and appropriate patient care and provides leadership in complex patient situations. * Ensures all patients have a nursing assessment with a focus on discharge or admission planning and evaluation of nursing care * Actively monitors and ensures timely flow of patients from admission to discharge, in conjunction with integrated operations centre accountable staff e.g. CNM, duty managers, service managers. * Encourages an environment of self-accountability and responsibility for effective clinical decision making and patient outcomes * Monitors and reviews patient acuity using clinical judgment and available data to align workload and staffing demands including sick leave and casual cover * Acts as an effective role model by demonstrating high level of clinical competence and judgment and provide direct clinical care as required * Actively assist in achieving required targets utilising all available resources. * Develops and maintains key communication links within the department, across the wider organization and with external agencies * Communicates effectively and utilises effective conflict resolution and negotiation skills to support a cohesive multidisciplinary team and ensure optimum patient outcomes * Demonstrates excellent customer service, collaborative practice, problem solving and priority setting skills * Incorporates Treaty of Waitangi principles into care delivery to contribute to the improvement of Maori health status * In conjunction with the clinical nurse leaders manages legal and ethical dilemmas in a supportive, collaborative manner * Treaty partners confirm appropriate consultation and liaison * Feedback confirms effective functioning as an ACNM, including prompt, professional and appropriate complaint resolution and customer service |
| **Works alongside the CNM and ED team to deliver Care Capacity Demand Management (CCDM) within the ED setting** | * Provide assistance and support for accurate Trend care data entry from all nursing staff in the unit / ward * Support orientation programmes for staff new to Trend care in line with Trend care operational guidelines. * Support Trend care champions and facilitate ongoing revalidation requirements. * Supports and assists with data entry as per Trend care Operational guidelines including admissions, transfers, discharges, categorisations, actualisations, patient notes as required * Ensure the allocate staff screen is being maintained on shift by shift basis * Monitor shift variance and implement variance response management standard operations plans. * Ensure shift coordinator to shift co-ordinator handover – including full review of Trend care and Allocate staff screen. * Support and liaise with CCDM coordinator to undertake a local data council (or equivalent) to drive a solutions focused quality improvement processes. |
| **Professional Development**  Contributes to the professional development of staff and takes ownership of own professional development needs. | * Assists the CNM with the recruitment of new staff as required and contributes to implementing high quality orientation programmes and subsequent evaluation of such. * Completes allocated annual staff performance reviews and liaises with CNM on staff performance issues and agrees on strategies to resolve * Liaises with the Nurse Educator regarding individual staff learning and certification needs and participate in departmental education programmes * Maintains own clinical knowledge, competence and demonstrates leadership through own professional development * Has a thorough knowledge of departmental and organisational policies, protocols, and guidelines. * Maintains mandatory organisational certifications relevant to role * Committed to and encourages on-going staff competency through the Professional Development and Recognition Programme (PDRP) in conjunction with the PDRP Coordinator * Participates in professional nursing and multidisciplinary departmental meetings as appropriate * Evidence of on-going professional development * Required certification skills current * Evidence of development and on-going maintenance of professional portfolio * Delegated performance reviews are completed in required timeframes * Addresses performance issues as they arise |
| **Management of the environment** Takes an active leadership role in ensuring the department is well maintained and safe from infection, practice and health & safety perspectives. | * Proactively maintains health and safety for clients, staff and others. Ensures compliance with health and safety protocols and reporting * Promotes and ensures infection control standards are maintained * Actively manages clinical risk, informs CNM of incidents and contributes to quality and risk planning * Actively contributes and supports CNM with the development of emergency management strategies and initiatives * Assists the CNM with investigation of nurse related patient complaints and Incidents * Evidence of risks identified and action taken * Evidence of attendance at all relevant/mandatory training sessions * Follow up recommendations from incidents are implemented * Complies with OHS reporting |
| **Continuous Quality Improvement**. | * Leads and encourages continuous quality improvement activities with on-going monitoring * Identifies and is actively involved in clinical audit activities related to clinical practice and improved patient outcomes * Maintains quality standards to meet certification requirements * Participates in the development of relevant specialty protocols/guidelines as appropriate * Actively lead practice development and change management initiatives that affect patient and organisational outcomes * Holds a portfolio for liaison with another service providing links between the ED and service provider. (i.e. trauma committee, CCDM council etc.) * Quality Improvements can include implementation and evaluation of identified areas of improvement |
| **Other Requirements** | * Te Whatu Ora - 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. * Listens actively, absorbs message and responds appropriately * Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situation |
| **Strategy & Performance**  **Te Ringa Raupā**    ***the roughened hand (symbolising a hard worker)*** | Spends energy on delivering role requirements and meeting objectives. | * Has an energetic approach to work and is self-motivated. |
| Organises own time to deliver on required tasks and duties. | * Accepts direction and instruction of manager but is able to work effectively without direct guidance. * Maintains expected productivity in line with assigned duties. * Understands and work towards achievement of the organisation’s goals. * On shift is busy completing shift duties. * Utilises effective time management strategies to meet shift duties and works towards achieving objectives in any spare moments. |
| **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. | * Constructively makes suggestions to improve process or practices and gain efficiencies. |
| Makes suggestions to increase efficiency of the unit. | * Demonstrates positive attitude and responsiveness to opportunities for improvement. * Is solution focused. * Undertakes and manages a specific portfolio of responsibilities as discussed 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. | * 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. |
| Looks for and undertakes development activities appropriate for role and career development. | * 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 Te Whatu Ora - 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 Te Whatu Ora - 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 Te Whatu Ora - Lakes. * A commitment to improving the wellbeing of Māori by increasing cultural knowledge in Te Whatu Ora - 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 Te Whatu Ora - 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 Te Whatu Ora - 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 Te Whatu Ora - 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:

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| **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** | * Registration with the Nursing Council of New Zealand (NCNZ) with appropriate scope of practice and no limiting conditions to practice. * Current Annual Practising Certificate. * A relevant post graduate nursing qualification. | * Evidence of relevant professional development in speciality clinical knowledge and skills. |
| **Experience** | * Significant recent clinical experience (minimum 5 years) in emergency nursing. | * Experience in leadership |
| **Knowledge** | * 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 * Health Practitioners Competency Assurance Act 2003 * Human Rights Act 1993 * Medicines Act 1981 and Medicines Regulation 1984 * Misuse of Drugs Act 1975 and Regulations 1977 * Nursing Council of New Zealand Code of Conduct (current iteration) * Nursing Council of New Zealand Competencies for Scope of Registered Nurse (current iteration) * Treaty of Waitangi Act 1975 and its application to the health setting. * Knowledge and understanding of research findings to support evidence based practice. |  |
| **Skills** | * Pronunciation of Te Reo Māori words and names. * Prioritisation of work load and patient acuity requirements based on information systems and experience. * Well-developed problem solving and analytical skills * Ability to prioritise and cope with high and varied workload * Proven ability to respond calmly and effectively utilizing sound clinical judgment to manage an unpredictable environment * Well-developed written and verbal communication skills | * Proficiency in tikanga and te reo. * Computer literacy |
| **Personal Attributes** | * Contributes positively to the culture of the organisation. * Works well with team members to achieve collective outcomes. * Takes direction positively. * Accounts for own performance. * Demonstrates a caring and compassionate attitude towards clients, whanau and co-workers. * Commitment to Treaty of Waitangi * Committed to providing a culturally safe environment for clients and whanau * Commitment to customer service philosophy * Demonstrates a commitment to quality * Flexible, adaptable and embraces change * Professional demeanour and high level of personal integrity | * Non-smoker preferred. * Commitment to ongoing post graduate education. * Professional affiliation      * Flexibility and lateral thinking. |

## 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.

## 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 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.