

Position Description

Employment Agreement:	DHB/NZNO Nursing & Midwifery Multi-Employer Collective Agreement
Position Title:	Charge Nurse Manager
Service & Directorate:	Ward 8 Medicine
Location:	Dunedin
Reports to:	Nurse Manager
Number of direct reports:	TBC
Date:	November 2022

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE

The Charge Nurse Manager is responsible for the management of ward/unit/service delivery including clinical leadership & coordination, operational functions, quality and financial performance, human resource management, quality and risk management, and quality, clinical pathway development and other service delivery improvements within the ward/unit/service.

Working in partnership with clinical and other staff, the Charge Nurse Manager will contribute to strategic and operational management in a way that is consistent with the organisation's vision and values.

Main Objectives:

The objectives of the Charge Nurse Manager are to achieve the delivery of clinical and operational services to contracted specifications to the relevant wards/unit/ service by:

- Providing clinical leadership, coordination and management to ensure the safe provision of patient care, whilst acting as a positive role model.
- Fostering a culture of clinical excellence, innovation and strategic thinking.
- Facilitating clinical practice development within the multidisciplinary team.
- Ensuring human resource management activities are undertaken appropriately for all staff including recruitment, professional development management and performance management where indicated.
- Supporting the philosophy and practice of a service wide approach to service delivery and operational processes whilst being cognisant of the organisational context.
- Participates in service development planning.
- Ensuring service delivery is provided within approved activity plans and financial budgets.
- Preparing performance reports on activity and resource utilisation compared to the activity plan and budget, including description of risk mitigating strategies on issues that threaten to impact on clinical safety, financial and operational performance of the service.
- Working with Service Manager and reporting professionally to the Director of Nursing to develop and implement capital and asset management plans that ensure all plant and equipment is maintained, replaced and/or purchased for the ward/units.
- Ensuring internal service structures, practices and controls to monitor and manage resource utilisation, risk, quality and compliance are actively in place.
- Participating in focus groups/projects that advance issues and strategies for the organisation.
- Proactively identify development goals for self in order to meet the position requirements.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies

Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.

Management Competencies

Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
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Managing & Measuring Work	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
Organisational Agility	Knowledgeable about how organizations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organizations.
Interpersonal Savvy	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.
Motivating Others	Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person and get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.

KEY RELATIONSHIPS	
Within Southern	External to Southern
• Directors of Nursing	• Patients, families and whānau
• Clinical Nurse Specialists	• LMC Access Holders
• Integrated Operations Centre	• Other service providers (Te Whatu Ora, NGOs, PHO)
• Clinical Directors/Clinical Leaders	• Health and Welfare Agencies
• Service Managers	• Relevant Support Groups
• Other Charge Nurse Managers	• University of Otago School of Medicine, Otago and Southland Polytechnics
• Practice Development Unit staff	• Professional Colleges and Registration Bodies
• Clinical and Corporate support staff	
• Te Whatu Ora Southern wide staff	

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Registered Nurse. Holds a current practising certificate. Holds a current portfolio (PDRP/QLP) or equivalent appropriate to the role. Post-graduate diploma or degree in a relevant field. 	<ul style="list-style-type: none">
Experience	<ul style="list-style-type: none"> Nursing leadership experience. A history of a collaborative team approach. Proven clinical credibility. Extensive experience in the health sector. Extensive experience of clinical quality and safety, best practice. 	<ul style="list-style-type: none">

	<ul style="list-style-type: none"> • Critical consumer of research and embraces evidenced based practice when carrying out tasks/functions. 	
Knowledge and Skills	<ul style="list-style-type: none"> • Strong clinical leadership and management skills. • Extensive knowledge of the health sector. • Extensive knowledge of clinical quality and safety, best practice. • Excellent group facilitation skills. • Advanced communication techniques such as conflict resolution, diffusion and mediation skills. • Knowledge of and demonstrated use of adult teaching and learning principles. 	
Personal Qualities	<ul style="list-style-type: none"> • Commitment and personal accountability. • Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation. • Acts with discretion, sensitivity and integrity at all times. • Is adaptable and flexible – open to change (positive or negative). • Innovative and flexible with a positive problem-solving approach in all situations. • Maintains an exceptionally high level of confidentiality. • Forward thinker, flexible, courteous, self-motivated. • Committed to continuous quality improvement. • Ability to liaise and network at all levels. • A reasonable level of fitness is required to cope with the demanding physical requirements of the job. The following denote the key physical requirements for the position: standing, walking, bending, sitting, stairs, simple grasping, fine manipulation, operating machinery/equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing/balancing, crouching/squatting, manual handling of people, other reaching, and ability to participate in personal restraint if required. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Clinical Leadership	
Foster a culture that strives for excellence in clinical service provision within allocated resources.	
<ul style="list-style-type: none"> • Promote excellence in clinical service provision through the sharing of new knowledge, ideas, and research. • Encourage innovation and practice initiatives that enhance clinical care or service provision. • Maintain a high standard of clinical expertise within the ward/unit. • Foster the development of a cohesive team which works collaboratively to achieve optimal patient/service outcomes. 	<ul style="list-style-type: none"> • Be active and visible within the team, motivating and actively praising/valuing staff endeavours, and acknowledging patient satisfaction and good clinical care. • Promote patient/client centred care that incorporates a strong customer service philosophy through effective and positive interactions with patients/clients, staff, visitors and other agencies. • Ensure clinical practice is provided within accepted professional standards, codes, policies and relevant legislation.

<ul style="list-style-type: none"> • Ensure Treaty of Waitangi principles and Tikaka best practice guidelines are fully integrated into practice. • Encourage a culture of continuous learning, positive critique of the status quo and use of evidence-based practice. • Ensure there is adequate leadership and principles of direction and delegation are adhered to by all staff. 	
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Service Planning and Delivery
 Lead and manage wards/units to provide efficient and effective services. Participate in and lead where relevant, ward/unit service planning.

<ul style="list-style-type: none"> • Lead and manage respective wards/units/services in accordance with operational plans and budgets. • Ensure a consumer/patient service focus is adopted and maintained at all ward/unit/service team level. • Implement district wide policies and processes. • Ensure service delivery complies with Health and Disability sector standards and relevant legislation. • Actively participate in the preparation of service activity plans. • In conjunction with the Associate Director of Nursing/ Director of Nursing/Service Manager ensure service planning and delivery complies with Ministry of Health elective service performance indicator standards (where applicable). • Ensure adherence to Te Whatu Ora Southern delegations of authority. • Effectively utilise Southern District Health Board information systems and data to enable ward/unit/ service patient care management and human resource utilisation activities. • Identify, lead and manage projects to improve ward/ unit/service efficiency and effectiveness. • Lead the team to effectively ensure discharge processes are robust and support the needs of the service, including timeliness, and staff responsibility in efficient discharge planning. 	<ul style="list-style-type: none"> • Build and maintain effective relationships and communication mechanisms with staff, associated clinical and support services, and external agencies as applicable. • Develop and implement audit care pathways in conjunction with clinical staff. • Ensure integrated care plans are utilised in clinical service delivery. • Facilitate and champion the integration of Team based models of nursing practice. • Monitor ward/unit/service performance against key performance indicator targets, identifying and implementing corrective actions as and if required in conjunction with the Associate Director of Nursing/ Director of Nursing/Service Manager. • Prepare accurate monthly management reports for the ward/unit including variance analysis of key performance indicators, balanced scorecard and financial management variances together with corrective actions. • Prepare business cases and/or reports as requested/ required by the Associate Director of Nursing/Director of Nursing/ Service Manager.
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Staff Management and Planning
 Ensure the service/s is/are appropriately staffed. Best practice human resource standards are met. Effectively lead and manage assigned staff in order to develop and maintain a cohesive and productive team. Ensure effective communication within service.

<ul style="list-style-type: none"> • Lead by example acting as a positive, motivating and inspiring role model for all staff. • Model sound Human Resource practice and, facilitate coaching and performance development for staff, in consultation with Human Resources and the Associate Director of Nursing/Director of Nursing/Service Manager; facilitate change management as appropriate. • Ensure effective recruitment, orientation, preceptorship, rostering and administration of staff in accordance with Southern policies. • Develop communication mechanisms that facilitate effective and timely communication within and across the ward/s and/or unit/s. 	<ul style="list-style-type: none"> • Develop a comprehensive staffing plan for staff directly reporting to the CNM/MM that recognises potential shortcomings and identifies strategies to address gaps both short and long term. • Ensure professional staff practice with a current annual practising certificate and logs in the appropriate reporting system. • Ensure rosters are developed in accordance with approved core roster resource levels and Te Whatu Ora Southern Rostering Standards and budgets. • Ensure appropriately budgeted training and development plans are in place for all staff. In conjunction with the ACN/CNS/Practice Development Unit Nurse Educator, and ensure in-service training
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<ul style="list-style-type: none"> Proactively plan and implement appropriate staffing aligned with variations in patient/staff activity, e.g. winter, Christmas, school holidays. Ensure timely staff appraisal and feedback structures are in place. With staff, identify professional development plans aligned to Te Whatu Ora Southern and service priorities. Proactively deal with staff conflict and performance issues. Ensure effective strategies are in place to resolve issues. Maximise opportunities to create a harmonious working environment. Show positive leadership and seek feedback. Manage employee leave to ensure service demands are matched with the legal requirements for staff to take leave. Ensure accuracy and timeliness in rostering and payroll transactions in compliance with OneStaff (staff management system) and the Te Whatu Ora Southern Rostering Standards 	<p>and education is carried out to maintain quality of service.</p> <ul style="list-style-type: none"> Promote and facilitate nursing staff participation in the PDRP (Professional Development Recognition Programme). Ensure all staff have an up to date annual leave management plan at all times.
<p>Financial Management</p> <p>Work within budgets for the financial year, and work in collaboration with the Associate Director of Nursing/Director of Nursing/Service Manager to develop risk mitigation strategies for unexpected expenditure. Participate in developing and managing annual and three year capital expenditure plan.</p>	
<ul style="list-style-type: none"> Report to the Associate Director of Nursing/Director of Nursing/Service Manager on a monthly basis, financial performance including variations and corrective actions. Work closely with Analyst to understand variances and operationalise mitigating strategies. Participate in annual budgeting process with Associate Director of Nursing/Director of Nursing/Service Manager and Analyst. Report to the Associate Director of Nursing/Director of Nursing/Service Manager on a monthly basis, financial performance including variations and corrective actions. Work closely with Analyst to understand variances and operationalise mitigating strategies. Participate in annual budgeting process with Associate Director of Nursing/Director of Nursing/Service Manager and Analyst. 	<ul style="list-style-type: none"> Manage capital expenditure within annual capital expenditure plans, and in accordance with Te Whatu Ora Southern policies and procedures. Proactively engage with staff to identify ideas and action plans for ward/unit efficiency improvements and cost reduction initiatives.
<p>Quality and Risk Management</p> <p>Manage ward/unit quality and risk programmes. Lead and manage certification and accreditation within ward/unit. Foster a quality improvement culture.</p>	
<ul style="list-style-type: none"> Lead, administer and facilitate staff involvement in ward/unit quality and risk programmes and action plans, and participate in service wide programmes, in accordance with the Southern policies. Ensure compliance including: all relevant standards and legislation, health safety, professional regulations, and equipment. Manage ward/unit balanced scorecard and report and manage variations. 	<ul style="list-style-type: none"> Lead and manage service level health and safety programmes including audit of hazards and routine reporting of incidents and accidents. Investigate complaints, incidents and other matters in a timely manner, reporting outcomes as required including development of action plans to facilitate ward/unit/ service development.

<ul style="list-style-type: none"> Lead the ward/unit incident reporting and investigation processes, within Te Whatu Ora Southern policies and procedures. Support and demonstrate the philosophy and practice of a service and organisational wide systems approach to service and operational processes. 	<ul style="list-style-type: none"> Proactively develop new ward/unit/service policies and protocols in conjunction with members of the team.
Quality and Performance	
<ul style="list-style-type: none"> Maintain professional and organisational quality standards. Ensure delivered work is planned, delivered, and implemented consistently against quality standards. Continuously identify improvement opportunities to perform job in most effective manner. Investigate opportunities to achieve goals in a more efficient way. Lead and support the implementation of the Releasing Time to Care programme for the ward/unit/service. 	<ul style="list-style-type: none"> Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards. Lead the roll out and continual update of visual management boards for the ward/unit/service which displays key elements of performance for staff and patients.
Strategic Management	
Contribute and lead ward/unit operational and clinical projects. Lead in the process of change and instil a continuous quality improvement culture.	
<ul style="list-style-type: none"> Maintain knowledge of current and emerging strategic priorities for the relevant service grouping specialties. Lead assigned projects that are of strategic ward/unit & service priority, ensuring their effective completion within assigned timeframes and resources. 	<ul style="list-style-type: none"> Build a collective vision for the ward/unit to allow staff to have a clear understanding of their role in service provision. Use Balanced Scorecard, incidents, complaints and other KPIs to inform ward/unit development and improvement opportunities. Participates in Te Whatu Ora Southern wide projects as relevant to ward/unit/service.
Contribution to Organisational Leadership	
<ul style="list-style-type: none"> Participate in focus groups/projects that advance issues and strategies for the organisation. Provide cover for other CNM/CMM/UM within the service as required. Act up as Associate Director of Nursing/Director of Nursing/Service Manager as required/requested. 	<ul style="list-style-type: none"> Participate collectively with other CNM/CMM to provide a collaborative approach to provide clinical service provision.
Self-Management	
<ul style="list-style-type: none"> Plan and manage own work to achieve desired results on time, within budget and to required standard. 	<ul style="list-style-type: none"> Act as a role model for the Te Whatu Ora Southern organisational values.
Other Duties	
Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with Te Whatu Ora Southern processes and reflects best practice. Research undertaken is robust and well considered.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager.

	<ul style="list-style-type: none"> • Performance objectives reviewed annual with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Southern's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern's Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> • <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. • <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date