

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Duty Manager		
Reports to	Nurse Manager		
Location	Dunedin		
Department	Integrated Operations Centre		
Direct Reports		Total FTE	nil
Date	November 2024		
Job band (indicative)	Grade 3		

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The primary purpose of the role is to:

- The Duty Manager role consists of effective clinical leadership and management, coordination of all hospital operational requirements which includes management of hospital bed flow, management of the inter hospital transfer referrals, resource management, and providing leadership to staff to support sound clinical decision making.
- The Duty Manager will work in partnership with the Nurse Manager and other staff to contribute to operational management in a way that is consistent with the organisation's vision and values.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Clinical Leadership and Practice	<ul style="list-style-type: none"> • Be responsible for leading and supporting the out of hours team, to effectively manage service delivery. • Acting under specified, delegated authority on behalf of the Operations Manager – Patient Flow. • Manage emergency situations until the cascade is fully activated as and when required • Applies critical reasoning and professional judgement to support clinical practice. • Maintains a high level of clinical expertise to support the hospital • Encourage and support clinical staff to practice to their level of expertise/experience. • Be active and visible with communications and encourage and support all interactions to foster sound clinical decision making. • Identifies situations of clinical risk and takes appropriate actions to ensure a safe environment for patients/clients, families/whanau and staff. • Address ethical dilemmas in a supportive and collaborative manner. • Promotes effective teamwork and collaborative relationships within the inter-professional team. • Uses organisational systems and processes to communicate and feedback on clinical risk, critical

	<p>incidences/events to the Nurse Manager or the Operations Manager Patient Flow.</p> <ul style="list-style-type: none"> • Identifies and communicates clinical competency issues to the Nurse Manager. • Role models culturally safe nursing practise. • Facilitation or support of clinical debrief in a timely manner for staff following any critical incident. • Attend all Codes/Patient Emergency Calls, ensuring sufficient skilled staff are in attendance.
Provide Operational bed allocations services	<ul style="list-style-type: none"> • Respond to bed enquiries and allocation of beds in accordance with agreed bed management processes. • Ensuring that staff/skill mixes and resources are considered when allocation beds. • Ensure that patient care partner requests are considered when allocating staff/skill mix. • Utilisation of computer systems to support bed management and resource management i.e. TrendCare and CaaG.
Resource Management	<ul style="list-style-type: none"> • Ensure that the resource nursing workforce is utilised efficiently. • Ensure adequate staff levels and skill mix for safe clinical practice. • Maintain accurate records of staff deployment, sickness in Onestaff. • Co-ordination of all nursing rosters and medical rosters at the weekend.
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. • Clinical Leadership -Lead by example by acting as a positive, motivating and inspiring role model.
Professional Development	<ul style="list-style-type: none"> • Identifying areas for personal and professional development • Maintain own professional development, attend Health NZ Southern and other developments opportunities.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems. • Actively encourage and challenge your peers to work in safe manner
Other Duties	<ul style="list-style-type: none"> • Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.

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Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	<ul style="list-style-type: none"> Commits to helping all people achieve equitable health outcomes Demonstrates awareness of colonisation and power relationships Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery Willingness to personally take a stand for equity Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> Lead, nurture and develop our team to make them feel valued Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development and performance management drive achievement of the organisation’s strategic and business goals Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	<ul style="list-style-type: none"> Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table Model an agile approach –tries new approaches, learns quickly, adapts fast Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services

Health & safety	<ul style="list-style-type: none"> Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture
Compliance and Risk	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware

Relationships

External	Internal
<ul style="list-style-type: none"> Patient and Family/Whanau NZ Blood Service Communio/Mortuary Service Other Service providers (GP practices and NGO) Health & Welfare Agencies Other regions within Health New Zealand Community Members St John Ambulance Air Ambulance providers Eye Bank Organ Donation NZ NZ Fire Service Funeral Directors Other services as necessary 	<ul style="list-style-type: none"> Operations Manager – Patient Flow Nurse Managers Nursing/Midwifery Directors Medical Director/ Clinical Directors SMOs Charge Nurse Managers Allied Health Directors PAR Team RMO Unit RMOs Service Managers Other Managers/Team Leaders Southern region staff

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and post-graduate qualification, or working towards a qualification at Masters level.
 - Experience in implementing Te Tiriti o Waitangi in action
 - Current PRDP Level 4 or working towards completion/renewal within 6months of appointment
 - RN registration with Nursing Council New Zealand
 - Current annual practising Certificate
 - Several years of experience in an acute hospital setting
 - Extensive experience in and knowledge of clinical quality and safety, best practice.
 - Personal agility, ability to prioritise work in a constantly changing environment
 - Strong clinical leadership, management and communication skills
- Innovation and flexibility with a positive and problem-solving approach in all situations

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improvement
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Acknowledged / Accepted

Employee

Date

Manager

Date