# POSITION DESCRIPTION

**TITLE:** Clinical Charge Nurse, Oncology Outpatients  
**REPORTS TO:** Charge Nurse  
**LOCATION:** Auckland City Hospital (Grafton)  
**AUTHORISED BY:** Nurse Unit Manager Oncology  
**DATE:** July 2018

## PRIMARY FUNCTION:

The Clinical Charge Nurse is responsible for nursing professional and practice standards, ensuring nursing staff safety and effectively meeting the clinical nursing care needs of patients and their family/whanau in the area they are responsible for.

This role is responsible for outpatients in Oncology. Specifically it serves the Oncology population of the DHB.

The Clinical Charge Nurse accountabilities are shaped within the New Zealand Nursing Council Competency Framework:

- **Domain One:** Professional Responsibilities – clinical and professional leadership
- **Domain Two:** Management of Nursing Care
- **Domain Three:** Interpersonal Relationship
- **Domain Four:** Interprofessional Health Care and Quality Improvement

## KEY ACCOUNTABILITIES

<table>
<thead>
<tr>
<th>Key Result Area</th>
<th>Expected Outcomes/Performance Indicators</th>
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<tbody>
<tr>
<td>Clinical &amp; Professional Leadership</td>
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**Clinical nursing leadership ensures professional nursing practice and excellence in nursing care delivery within the ward/unit.**  
- Responsible for optimal nursing care delivery, family centered care and safe environments resulting in positive patient and family/whanau outcomes  
- Integrated nursing care delivery is evident across the continuum of care benefitting patient and family/whanau outcomes  
- Lead and contribute to the introduction of patient processes or care delivery models within the ward/unit  
- Direct, monitor and evaluate nursing care provided by staff through the performance review process and identified trends and performance results of the nursing team  
- Delegated nursing reports have an annual appraisal, with annual goals and objectives and professional development plans  
- Identify and support staff education and professional development based on knowledge of service needs and aligned with the Directorate and ADHB strategic direction  
- Participates and/or contributes to specific service initiatives as requested by the Charge Nurse; Nurse Unit Manager or Nurse Director  
- Participate and contributes to the development of strategic and operational plans for the service |
| **Management of Nursing Care** | • Provide nursing leadership within the specialty ensuring staff has the appropriate knowledge and skills to assess, plan, implement and evaluate patients and family/whanau health needs to a high standard  
• Coordinate the day to day nursing activities of the ward/unit  
• Lead daily rapid rounds and/or MOS  
• Patient flow is actively managed and monitored contributing to overall expeditious patient flow  
• Priorities transfers and discharge planning in collaboration with colleagues to ensure a seamless service delivery in line with service/organisation-wide  
• Facilitate effective discharge planning and/or referral processes to health care providers and support agencies to meet identified health needs with the nursing team  
• Monitor and ensures nursing care standards, clinical trends, outcomes and/or key performance indicators are met and provides information as requested to support service delivery  
• Ensure nursing care plans are individualised and demonstrate patient and family participation in goal setting  
• Support nursing staff to ensure accurate documentation and high standards of assessments of patients health status, diagnosis and decisions made regarding interventions and referrals or follow-up  
• Participate in case review, conference and debriefing activities as required  
• Manage nursing rosters are in accordance with safe staffing requirements to ensure service delivery 24 hours, 7 days a week  
• Manage staff numbers/skill mix to meet occupancy demands, capacity plans and service delivery requirements escalates issues or concerns to the Nurse Unit Manager |
| **Effective communication and teamwork** | • Responsible for setting standards and monitoring interpersonal and therapeutic communication with patients and family/whanau members by the nursing team.  
• Successful and effective teamwork and collaboration with key stakeholder and the multidisciplinary team  
• Acts as a nursing resource providing leadership, and advice to nursing staff and other health care professionals/family/whanau  
• Ensure patient and family/whanau voice and individualised care are provided for through effective team coordination and advocacy  
• Enable culturally appropriate patient care by assisting the nursing team to understand the diverse needs of Maori and Pacific populations and by liaising with the relevant cultural unit to provide the appropriate standard of care |

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Welcome Haere Mai | Respect Manaaki | Together Tūhono | Aim High Angamua
### Quality and safety

**Accountable for optimal nursing care delivery standards that support patient safety throughout the patient journey.**

- Responsible for evaluating the effectiveness and standards of nursing care within the ward or unit
- Participates and contributes to all quality improvement activities within the service and the Directorate as appropriate
- Identify situations of clinical and organisational risk and take appropriate actions to ensure a safe environment for patients and families/whanau and staff, elevating to the Nurse Unit Manager
- Monitor and report all clinical incidents and complaints are managed and mitigation strategies are in place in conjunction with the Charge Nurse
- Review and develops clinical standards / guidelines and facilitates clinical audits processes
- Compliance with regulatory requirements including health and safety and certification

### Professional development and clinical competency

**Professional development and clinical competency enhance nursing clinical practice and leadership.**

- Participate in relevant service and professional development programmes
- Establish annual goals and professional objectives
- Professional portfolio, professional practicing certificate are maintained
- Attend educational opportunities/conference/forum relevant to the role

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**Authorities:** Per Delegated Authority  
**FTE:**  
**Direct Reports:**

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**RELATIONSHIPS**

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<tr>
<th>External</th>
<th>Internal</th>
<th>Committees/Groups</th>
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</table>
| - Families/whanau  
- Other DHB's  
- NZ Nursing Council  
- Allied Professional bodies & associations  
- Health and social support agencies  
- University of Auckland  
- Other tertiary education providers  
- Consumer advocates & agencies.  
- Primary health care providers  
- Other agencies | - Charge Nurse Manager  
- Nurse Unit Manager  
- Nurse Director  
- Nursing & Midwifery Workforce  
- Nursing & Midwifery Leadership  
- Professional Development Advisor  
- Clinical Leader(S) & Directors  
- Allied Health Professional Leaders  
- Kai Atawhia / Cultural Staff  
- General Manager  
- Director Of Allied Health, Performance Improvement | - Quality and clinical safety  
- Health and Safety  
- Senior Nursing forums  
- Clinical management teams  
- Other nursing groups as required  
- Specific projects and committees that impact directly on nursing and Allied Health  
- Specialty practice forums |
## Person Specification

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<tr>
<th>Education &amp; Qualifications</th>
<th>Essential</th>
<th>Desired</th>
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<tr>
<td>Professional</td>
<td>▪ New Zealand nursing registration</td>
<td>Post Graduate Diploma</td>
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<td></td>
<td>▪ Postgraduate certificate in specialty nursing practice.</td>
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<td></td>
<td>▪ Working towards a post – graduate diploma</td>
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<tr>
<td>Experience/Knowledge</td>
<td>▪ Minimum three years experience post registration</td>
<td>Project Management</td>
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<td>▪ Leadership and patient / client management skills</td>
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<td>▪ Knowledge of quality improvement processes and principles</td>
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<td>▪ Ability to facilitate and manage change at a local level</td>
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<td>▪ Knowledge and understanding of the Treaty of Waitangi and implications in nursing practice.</td>
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<td>▪ Specialty knowledge and practice expertise.</td>
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<td>▪ Minimum Level 4 practice.</td>
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<td></td>
<td>▪ Knowledge of nursing professional development issues</td>
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## CRITICAL COMPETENCIES

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<tr>
<th>Competency</th>
<th>Description</th>
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| Leadership               | ▪ Ability to operationalise the vision and values and help to facilitate change.  
▪ Is able to work with others, within and outside of nursing and midwifery, to draw together a range of perspectives.  
▪ Maintains and develops own clinical expertise and knowledge in specialty nursing practice.  
▪ Applies critical reasoning and professional judgement to nursing practice issues / decisions.  
▪ Coaches and mentors staff to achieve their full potential  
▪ Contributes to the development of the profession locally, regionally and nationally |
| People Management        | ▪ Leads, communicates expectations and agreed goals, provides ongoing feedback and objectively evaluates performance.  
▪ Able to recognise and acknowledge achievements of others.  
▪ Ability to bring people with them even in times of change. |
| Teamwork                 | ▪ Collaborates with other key players and work groups to achieve objectives.  
▪ Seeks out opportunities to support others in achieving goals.  
▪ Actively contributes to and accepts consensus decisions  
▪ Recognises and respects individual differences.  
▪ Fosters inquiry, critical thinking and research skill acquisition among the nursing workforce to advance nursing practice and patient / client care |
| Value diversity and support equity of access and outcomes | - Recognise and value diversity within the workplace  
- Supports service development and operational delivery to ensure equity of access and health outcomes across the patient population |
| Self-Management | - Sets high personal standards and strives to achieve stretching goals  
- Displays drive and energy and persists in overcoming obstacles.  
- Is proactive and displays initiative.  
- Is resilient to change  
- Understands personal limitations  
- Can work to deadlines to achieve outcomes |
| Patient / client / population focused | - Takes action to fully comprehend the needs of patient / client populations.  
- Creates environments where family centered care can flourish  
- Actively promotes such needs and priorities. |
| Communication / Interpersonal Skills | - Expresses information effectively, both orally and in writing, adjusts language and style to the recipients and considers their frame of reference.  
- Actively listens, drawing out information and checking understanding  
- Empathises with others and considers their needs and feelings.  
- Creates opportunities to network internally and externally. |
| Innovation | - Actively questions old ways of doing things, thinks outside the square and develops creative and effective solutions to improve outcomes.  
- Applies skilled analysis and sound reasoning in problem solving / decision making. |
| Flexibility | - Ability to adapt and work effectively within a variety of situations, and with various individuals or groups. |
| Planning and Monitoring | - Uses action plans to accomplish goals, establishes timeframes and can realistically allocate resources.  
- Identifies and removes barriers.  
- Able to monitor progress and address problems to achieve outcomes. |
## WORKING FOR ADHB – EXPECTATIONS OF EMPLOYEES

### CITIZENSHIP

All employees are expected to contribute to the innovation and improvement of Auckland District Health Board as an organisation. This means:

- Using resources responsibly
- Models ADHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting ADHB’s performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability in ADHB, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work
- Raising and addressing issues of concern promptly

### THE EMPLOYER AND EMPLOYEE RELATIONSHIP

We have a shared responsibility for maintaining good employer/employee relationships. This means:

- Acting to ensure a safe and healthy working environment at all times
- Focusing our best efforts on achieving ADHB’s objectives

A performance agreement will be reached between the employee and their direct manager and/or professional leader containing specific expectations.

### CONSUMER/CUSTOMER/STAKEHOLDER COMMITMENT

All employees are responsible for striving to continuously improve service quality and performance. This means:

- Taking the initiative to meet the needs of the consumer/customer/stakeholder
- Addressing our obligations under the Treaty of Waitangi
- Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe
- Keeping the consumer/stakeholder informed of progress
- Following through on actions and queries
- Following up with the consumer/customer/stakeholder on their satisfaction with the services

### PROFESSIONAL DEVELOPMENT

As the business of ADHB develops, the responsibilities and functions of positions may change. All staff are expected to contribute and adapt to change by:

- Undertaking professional development
- Applying skills to a number of long and short term projects across different parts of the organisation

Undertaking such development opportunities as ADHB may reasonably require.