## Position Description

### Position details:

<table>
<thead>
<tr>
<th>Title:</th>
<th>Clinical Charge Nurse – Te Whetu Tawera</th>
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<tbody>
<tr>
<td>Reports to:</td>
<td>Nurse Unit Manager</td>
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<tr>
<td>Date:</td>
<td>July 2019</td>
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### Purpose of position:

The clinical charge nurse is responsible for providing clinical support, expertise, knowledge and leadership within Te Whetu Tawera to ensure quality patient care.

### Service Descriptor

Te Whetu Tawera is an acute adult mental health inpatient unit serving a population aged between 18 and 65 years in the Auckland DHB area. Te Whetu Tawera is comprised of 3 wards; 2 open wards and an intensive care ward which operate as one integrated 58 bed unit. 

Key points of integration include:

- Acute Inpatient Units,
- Assertive Community Outreach team,
- Community Acute Service,
- CMHC’s
- Early Intervention Teams,
- Maori and Pacific Services.
- Asian mental health services

Other key linked services include – Psychiatric Liaison Team, Forensic Services.

### Key Accountabilities:

#### Domain One: Professional Responsibilities

Includes accountabilities for professional, legal, ethical and culturally safe practice. This includes being able to demonstrate judgement and accountability for own actions and decisions.

**Demonstrates clinical and professional leadership**

- Teach and coach in the clinical setting both formally and informally
• Leading and participating in team building
• Clinical knowledge is kept current through planned clinical practice opportunities
• Takes advantage of informal teaching and education opportunities to maintain and develop own clinical skills and knowledge.
• Identifying improvement opportunities by involving staff and using relevant information.
• Maintains a current knowledge of relevant issues, trends and practices.
• Maintains and/or extends knowledge and skill base required for effective performance.
• Participates in own performance review annually
• Applies critical reasoning and professional judgement to nursing practice issues/decisions
• Acts as a nursing resource and providing expert advice to nursing practice issues/decisions
• Acts as a nursing resource and providing expert advice to nursing staff and other healthcare professionals
• Utilising expert knowledge and clinical skills generically across the service and organisation.
• Leads professional conduct by role modelling practicing in accordance with legal, ethical, culturally safe and professional standards.
• Creates an environment that:
  - Encourages individual actions and contributions
  - Values individual effort, innovation and creativity
  - Supports staff to report incidents, and to notify and minimise risks
  - Enhances the success of the team/area/service and organisation
• Is responsible for the ongoing professional development and performance appraisals a designated group of staff nurses and MHAs to ensure they meet the mandatory competences required of the health practitioners competency assurance act 2003 and the PDRP of ADHB
• Attends educational opportunities/conferences relevant to the Clinical Charge Nurse’s role and scope of practice
### Domain Two: Management of Nursing Care

Includes accountability related to the patient/client assessment and management of nursing care that is supported by nursing knowledge and evidenced based research.

#### Patient care delivery 24/7 / clinical leadership

- Management, co-ordination and evaluation of patient-centred care ensuring that the patient receives the right care from the appropriate service in the most clinically safe environment in a timely manner 24/7
- Leads the implementation of nursing practice and models of care appropriate to patient needs
- Provide formal and informal education/clinical teaching to patients and family.
- Partnership and consultation and shared decision making with Maori
- Provide effective and efficient resource management
- Capture and accurately record daily KPI’s and unit specific monthly data
- Provide clinical and professional leadership to the multi-disciplinary team, developing services and monitoring standards of care.
- Establishing and role modelling standards of practice/protocols/policies and clear expectations of staff
- Provide accurate information on team requirements to enable accurate forecasting on resource/bed requirements
- Management of unpredictable/emergency situations efficiently and effectively
- Ongoing consultation with the other service charge nurses to ensure effective patient and staff management across services
- Co-ordinate activities within the unit, managing workload and taking into account changing priorities in the unit and patient load
- Co-ordinate bed management and patient flow within Te Whetu Tawera, liaising with the Charge Nurses, ACC/bed manager as necessary
- Ensure that patient allocation is based on the appropriate skill mix and experience of staff to achieve best health outcomes.
- Supports the development of nursing staff in all areas of nursing assessment, clinical examination and planning, implementing and evaluating care.
- Facilitates and participates in critical incident debriefing
- Provide professional and clinical supervision to the team, ensuring that the team have sufficient resources to deliver quality patient care.
- Effectively manages the risk during periods of extreme acuity, admission and throughput, management and discharge planning
- Co-ordinate Emergency Preparedness and Response unit based contingency plan

**Professional development and clinical competency**
- Role models culturally safe nursing and midwifery practice.
- Professional portfolio, Professional Practicing Certificate are maintained

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<th>Domain Three: Interpersonal Relationship</th>
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<td>Includes accountability for interpersonal and therapeutic communication with clients/patients and members of the health care team.</td>
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**People/team leadership**
- Co-ordinate the performance development plan, identifying and developing training and education plans of nursing staff in consultation with the Nurse Educators and other senior nursing staff
- Demonstrates skilled mentoring/coaching and supervision of nursing staff and other health professionals
- Identifies and encourages post-graduate education opportunities for staff where applicable
- Proactively participates in own performance development and review
- Manages team dynamics to ensure a cohesive, strong nursing team within the wider CCN team
- Disseminates accurate, up-to-date information appropriately and effectively
- Dealing with conflict situations, working to achieve win-win situations
- Co-ordinate student activity and tutor liaison within Te Whetu Tawera in conjunction with the Nurse Educators and Charge Nurses
- Support of Senior nursing leadership group/team
- Supports and contributes to nursing strategies to facilitate the recruitment, retention and succession planning for nurses
- Identifies and manages clinical competency issues in conjunction with the Nurse Unit Manager, Charge Nurse Manager and Service Clinical Director
- Utilises best practice and adult learning principles to ensure integration and effectiveness of learning in clinical practice
• Provide directive advice and support to staff within the unit advising then of relevant support services available

• Promotes effective teamwork and collaborative relationships within the multi-disciplinary team and across health care settings to achieve best health outcomes.

Domain Four: Inter professional Health Care and Quality Improvement

Includes accountability for evaluating the effectiveness of care and promotion of a nursing perspective within the health care team.

Quality & Clinical Safety

• To champion an effective risk management programme within the service in accordance with the DHB risk management framework

• To champion an effective continuous quality improvement programme within the service in accordance with the organizations quality framework

• To participate in and comply with the requirements of the Health & Safety in Employment Act 1992 and associated DHB policies

• Provides feedback to staff health and safety representatives regarding performance with hazard management

• Manage patient care processes and identify opportunities for improvement

• Ensuring all staff participate in quality improvement activities and use appropriate quality tools and techniques

• Assist in resolving customer complaints in a timely and effective manner, in accordance with the ADHB Complaint’s Policy

• Actively promote retention initiatives in order to reduce turnover

• Creating a work environment which supports staff to report incidents, and to notify and minimise risks

Evidence based practice

• Fosters inquiry, critical thinking and research skill acquisition among the nursing workforce to advance nursing practice and patient / client care.

• Contributes to evidence based nursing practice across the ADHB.

• Works to ensure the recommended best practice guidelines / policies are research based and relevant across ADHB
Delegated Authorities: As determined by Nurse Unit Manager

Direct Reports (if applicable)  
Nil

Budget Accountability (if applicable)  
Nil

Relationships:

<table>
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<tr>
<th>External</th>
<th>Internal</th>
<th>Committees / Groups</th>
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</table>
| • Other DHB’s  
• Patients/Families/Whanau and caregivers  
• University of Auckland  
• Other tertiary education providers  
• NZ Nursing Council  
• Professional bodies & associations  
• Clinical training agencies  
• Consumer advocates & agencies.  
• Police | • Charge Nurses  
• Managers  
• Service Clinical Director  
• Chief of Nursing/midwifery  
• Nurse Unit Manager/Nurse Director  
• Other CCN’s/CN’s/team leaders  
• Other ADHB operating Units  
• Nurse Director Professional Development  
• Medical Staff  
• Senior management  
• Allied Health professionals  
• Service Users  
• Kahui te Kaha  
• Biomedical engineering | • Clinical  
• Quality & Clinical Safety  
• Health & Safety  
• Infection Control  
• Centre for Evidenced-based Nursing Aotearoa (CEBNA)  
• Child protection  
• Emergency Management Service |

Person specifications:

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<tr>
<th>Education and Qualifications</th>
<th>Essential</th>
<th>Desired</th>
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| New Zealand nursing registration, RN, BHSc (Nursing)  
Postgraduate certificate / diploma in specialty nursing practice.  
Working towards completion of Masters Degree. | Masters degree or Post-Grad Dip. |

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<th>Work Experience</th>
<th>Essential</th>
<th>Desired</th>
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| Minimum of five years experience post registration in mental health nursing  
Expert clinical practice  
Knowledge and understanding of the Treaty of Waitangi and implications in | Current clinical competence in mental health nursing |
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<tr>
<th>Specific Clinical Competencies</th>
<th>Description</th>
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<tbody>
<tr>
<td>- Demonstrated effectiveness in delegation and supervision of nurse</td>
<td>- Advanced quality of service skills</td>
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<tr>
<td>- Demonstrated ability to work in the interdisciplinary team</td>
<td>- Ability to critique and use research findings as the basis for practice.</td>
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<td>- Demonstrated ability to understand and implement contemporary practice</td>
<td></td>
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<td>- Demonstrated ability to work in a complex clinical environment</td>
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<th>Individual Competencies</th>
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<td><strong>Leadership</strong></td>
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<tr>
<td>- Ability to develop and communicate a vision for the future, inspiring commitment to the goals of the organisation / team.</td>
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<td>- Ability to operationalise the vision and values and help to facilitate change.</td>
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<td>- Is able to work with others, within and outside of nursing and midwifery, to draw together a range of perspectives.</td>
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<td><strong>People Management</strong></td>
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<td>- Leads, communicates expectations and agreed goals, provides ongoing feedback and objectively evaluates performance.</td>
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<td>- Able to recognise and acknowledge achievements of others.</td>
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<td>- Ability to bring people with them even in times of change.</td>
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<tr>
<td><strong>Teamwork</strong></td>
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<td>- Collaborates with other key players and work groups to achieve objectives.</td>
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<td>- Seeks out opportunities to support others in achieving goals.</td>
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<td>- Actively contributes to and accepts consensus decisions</td>
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<td>- Recognises and respects individual differences.</td>
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<tr>
<td><strong>Bicultural Approach</strong></td>
</tr>
<tr>
<td>- Understands the significance of the Treaty of Waitangi.</td>
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<tr>
<td>- Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve opportunities for Maori.</td>
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<tr>
<td><strong>Patient / client / population focused</strong></td>
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<tr>
<td>- Takes action to fully comprehend the needs of patient / client populations.</td>
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<td>- Actively promotes such needs and priorities.</td>
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<tr>
<td><strong>Communication / Interpersonal Skills</strong></td>
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<tr>
<td>- Expresses information effectively, both orally and in writing, adjusts language and style to the recipients and considers their frame of reference.</td>
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<td>- Actively listens, drawing out information and checking understanding</td>
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<tr>
<td>Self Management</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
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<tr>
<td>• Empathises with others and considers their needs and feelings.</td>
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<td>• Creates opportunities to network internally and externally.</td>
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<tr>
<td>• Sets high personal standards and strives to achieve stretching goals</td>
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<tr>
<td>• Displays drive and energy and persists in overcoming obstacles.</td>
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<tr>
<td>• Is proactive and displays initiative.</td>
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<tr>
<td>• Is resilient to change</td>
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<td>• Understands personal limitations</td>
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<td>• Can work to deadlines to achieve outcomes.</td>
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<tr>
<th>Flexibility</th>
<th>Planning and Monitoring</th>
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<td>• Ability to adapt and work effectively within a variety of situations, and with various individuals or groups.</td>
<td>• Uses action plans to accomplish goals, establishes timeframes and can realistically allocate resources.</td>
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<td></td>
<td>• Identifies and removes barriers.</td>
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<td></td>
<td>• Able to monitor progress and address problems to achieve outcomes.</td>
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Working for Auckland DHB – 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
- Modelling Auckland DHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting Auckland DHB’s performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability in Auckland DHB, 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 Auckland DHB’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 Auckland DHB 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 Auckland DHB may reasonably require