POSITION DESCRIPTION

Associate Charge Nurse Manager – Auckland Spinal Unit
Rehabilitation Unit

Date Produced/Reviewed: November 2012

Position Holder’s Name:
Position Holder’s Signature: .................................................................

Manager / Supervisor’s Name:
Manager / Supervisor’s Signature: ..........................................................

Date: .................................................................
PURPOSE OF THE POSITION

This position is responsible for –

- Providing clinical leadership by demonstrating best practice
- Ensuring the provision of high quality nursing care for patients
- Ensuring the effective day to day clinical coordination and management of patient care including providing direct care as required, under the direction of the Charge Nurse Manager (CNM)
- Promoting clinical coordination that supports an interdisciplinary approach to care in an effective practice environment
- Providing a supportive role to the Charge Nurse Manager and accepting delegated responsibilities as delegated by the Charge Nurse Manager e.g. assisting with coaching and supervision
- Developing managerial and leadership skill base for career enhancement.

Vision & Values

Organisational Shared Vision

Our DHB shared Vision is to work in partnership with our communities to improve the health status of all, with particular emphasis on Maori and Pacific peoples and other communities with health disparities.

We will do this by leading the development of an improved system of healthcare that is more accessible and better integrated.

We will dedicate ourselves to serving our patients and communities by ensuring the delivery of both quality-focussed and cost effective healthcare, at the right place, right time and right setting.

Organisational Values

**Partnership**  
Working alongside and encouraging others in health and related sectors to ensure a common focus on, and strategies for achieving health gain and independence for our population

**Care and Respect**  
Treating people with respect and dignity, valuing individual and cultural differences and diversity

**Professionalism**  
We will act with integrity and embrace the highest ethical standards

**Teamwork**  
Achieving success by working together and valuing each other’s skills and contributions
Innovation
Constantly seeking and striving for new ideas and solutions

Responsibility
Using and developing our capabilities to achieve outstanding results and taking accountability for our individual and collective actions

PLACE IN THE ORGANISATION

Director of Nursing

Clinical Nurse Director
ARHOP

General Manager
ARHOP

Service Manager

Operations Manager

Charge Nurse Manager

Ward Clerk

Associate Charge Nurse Manager

Registered Nurses
Enrolled Nurses
Health Care Assistants
Clinical Support Workers

Line Management
Partnership
Professional Accountability
### NATURE AND SCOPE OF RESPONSIBILITIES

<table>
<thead>
<tr>
<th>Key Accountability</th>
<th>Standards / Achievements</th>
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| **Professional responsibility**
*Demonstrates knowledge, judgement and accountability in relation to professional, legal and ethical responsibilities and cultural safety.*
*Demonstrates promotion of an environment that maximises patient’s safety, independence and quality of life and health.*
*Demonstrates accountability for directing, monitoring and evaluating nursing care that is provided by enrolled nurses, nurse assistants and others e.g., community support workers, nursing students* | **As a registered Nurse**
*The Associate Charge Nurse Manager (ACNM) will meet the requirements of the registered nurse competencies for Domain One*
*Maintains an annual practicing certificate*
* Maintains a current senior professional development portfolio*
* Maintains professional development through ongoing education.*
*Participates in the annual performance review process.*
**As Associate Charge Nurse Manager**
*Provides clinical, management and professional support to the Charge Nurse Manager (CNM)*
*Acts as an effective role model by demonstrating expert clinical competence*
*Effectively delegates and directs care, taking into consideration individuals knowledge and skill levels*
*Contributes to standards of practice by implementation of policies, procedures and guidelines in the ward/unit*
*Provides clinical leadership for nursing staff and assists with coaching and supervision as delegated by the CNM*
*Promotes ongoing risk assessment of patients/environment to maintain safe therapeutic environment*
*Provides coaching and mentoring to registered nurses to develop their delegation and supervisory skills* |
| **Management of nursing care**
*With a focus on care delivery demonstrates the ability to provide specialist nursing care and expertise both in direct care and in supporting other staff in the management of a defined patient group/area of speciality practice by;* | **As a registered Nurse**
*The ACNM will meet the requirements of the registered nurse competencies for Domain Two*
**As Associate Charge Nurse Manager**
*Coordinates the assessment, planning, implementation and evaluation of nursing care and best practice within the Ward* |
<table>
<thead>
<tr>
<th>Key Accountability</th>
<th>Standards / Achievements</th>
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<tbody>
<tr>
<td>• Providing planned nursing care to achieve identified outcomes</td>
<td>• Implements new or a change to clinical polices procedures and guidelines within the ward.</td>
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<tr>
<td>• Undertakes comprehensive and accurate nursing assessment of patients</td>
<td>• Supports the coordination of bed management planning.</td>
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<td>• Ensures documentation is accurate and maintains confidentiality</td>
<td>• Promotes a interdisciplinary approach to the provision of patient care.</td>
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<td>• Ensure the patient has adequate explanation of the effects, consequences and alternatives of proposed treatment options</td>
<td>• Coordinates for admission and discharge planning.</td>
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<td>• Acts appropriately to protect oneself and others when faced with unexpected patient responses, confrontation, personal threat or other crisis situations</td>
<td>• Implements and promotes initiatives which improve patient outcomes.</td>
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<tr>
<td>• Evaluated patient progress toward expected outcomes in partnership with patients</td>
<td>• Role models excellence in rehabilitation nursing providing innovative solutions to ensuring rehabilitation practice occurs on the ward.</td>
</tr>
<tr>
<td>• Ensures that staff is well informed regarding infection control, hazard management, accessing security, de-escalation and restraint use.</td>
<td>• Ensures that staff is well informed regarding infection control, hazard management, accessing security, de-escalation and restraint use.</td>
</tr>
<tr>
<td>• Provides nursing care as required</td>
<td>• Provides nursing care as required.</td>
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<tr>
<td>• Maintains a safe and healthy workplace.</td>
<td>• Maintains a safe and healthy workplace.</td>
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**Inter-personal relationships**

*Demonstrates effective interpersonal relationships with others, including effective interviewing and counselling skills and establishing rapport and trust*

*Demonstrates that he/she communicates effectively with members of the health care team, including using a variety of effective communication techniques, employing appropriate language to context and providing adequate time for discussion*

*Demonstrates participation in quality improvement activities to monitor and improve standards of care provided prevention*

**As a registered Nurse**

• The ACNM will meet the requirements of the registered nurse competencies for Domain Three

**As Associate Charge Nurse Manager**

• Advocates on behalf of patient/family/colleagues as appropriate and in a culturally safe manner

• Promotes the role of the interdisciplinary team and the rehabilitation nurse.

• Provides an environment that supports patients to set and achieve their goals

**Inter-professional health care & quality improvements**

*Demonstrates a collaborative and*

*As a registered Nurse**

• The ACNM will meet the requirements of the registered nurse competencies for Domain Three
### Key Accountability

- Participative approach with colleagues and members of the health care team when facilitating and coordinating care.

- Demonstrates recognition and valuing of the roles and skills of all members of the multidisciplinary team.

- Demonstrates participation in quality improvement activities to monitor and improve standards of care provided preventively.

### Standards / Achievements

**As Associate Charge Nurse Manager**

- Four.

- Works with and supports CNM /Operations Manager in the preparation and implementation of annual performance appraisals for all ward nursing staff (including IV, CPR, and fire and reinforcing the staff member's responsibility to complete these).

- Ensures all staff are familiar with the requirements and processes for clinical career pathways in conjunction with the Nurse Educator, assisting staff with the development and evaluation of their clinical portfolio.

- Works with CNM /Operations Manager and Nurse Educator to address performance issues including the identification of objectives and strategies for evaluating and monitoring performance.

- Works with the CNM /Operations Manager in the recruitment and retention of staff.

- Promotes innovative and creative clinical nursing practice and ensuring it is validated with Best Practice and research activities initiating and/or contributing to forums that critique current practice and debate topical issues.

- Utilises the resources of Ko Awatea to develop innovation and enhance knowledge.

- Actively encourages day to day reflective practice.

- Assists the CNM with the investigation and corrective action plans for incidents and complaints.

### HEALTH & SAFETY

Recognises individual responsibility for workplace Health & Safety under the Health and Safety Act 1992

**As a registered Nurse**

- Counties Manukau DHB Health and Safety policies are read and understood and relevant procedures applied to own work activities.

- Workplace hazards are identified and reported including self-management of hazards where appropriate.

- Can identify Health and Safety representative for area.
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<tbody>
<tr>
<td><strong>As Associate Charge Nurse Manager</strong></td>
<td>Completes hazard, incident and complaints investigations under the direction of the Charge Nurse</td>
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<td><strong>CULTURAL SAFETY</strong></td>
<td><strong>As a registered Nurse</strong></td>
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<tr>
<td>Commitment to the principles of Treaty of Waitangi</td>
<td>Respect, sensitivity, cultural awareness is evident in interpersonal relationships.</td>
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<tr>
<td>Honouring Cultural Diversity</td>
<td>Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices of women and their families.</td>
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<tr>
<td><strong>As Associate Charge Nurse Manager</strong></td>
<td>Promotes Tikanga best practice ward activities and service delivery</td>
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<tr>
<td><strong>Utilise Information Technology</strong></td>
<td>Demonstrate ability to access and use available clinical information systems.</td>
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<td>Is conversant with applications required for specific discipline/role. For example, PIMS, Concerto, Outlook</td>
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<td></td>
<td>Maintains own professional development by attending relevant IT educational programmes.</td>
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<td></td>
<td><strong>As Associate Charge Nurse Manager</strong></td>
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<tr>
<td></td>
<td>Is conversant with applications required e.g. One Staff, Incident Reporting System</td>
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COMMUNICATION AND INTERPERSONAL SKILLS

Will be required to interact on a regular basis with a range of CMDHB staff, patients and clients including:

**Internal:**
- Patient/clients- whanau/ families
- Nursing and Nursing Support Staff (e.g. Charge Nurse Managers/ Nurse Educators/Clinical Nurse Specialists/ NETP Coordinator  PDRP Coordinator, District /Public Health Nurses Enrolled Nurses, Healthcare Assistants
- Clinical Nurse Directors
- Director of Nursing
- Medical Staff
- Allied Health Staff
- Clinical Support Services
- Cultural Resource Units, Interpreting Services
- Health and Safety/Infection Control/ IV Service
- Other support areas of the organisation e.g. Orderlies, Security, Cleaning, Laundry Services
- General Manager/ Service Managers/Operations Managers
- Ko Awatea and Quality Improvement Unit staff

**External**
- Bureau Nurses
- External agencies and personnel - education /social services
- Primary Care providers-General Practice

Situations may often call for tact, diplomacy and will require information to be handled in a discreet and sensitive manner.
In conflict situations will be required to exercise sound judgement, negotiation and persuasive skills, toward facilitating a workable outcome.

PROBLEM COMPLEXITY

The Associate Charge Nurse Manager (ACNM) will be regularly challenged by problems of a routine nature on a day to day basis in the clinical area of practice. The ACNM will be expected to solve recurring problems primarily through reliance on previous experience.

There will be a requirement to be able to prioritise issues and negotiate time frames, while still providing quality customer service. The ACNM is accountable for clinical
leadership and ward management when the Charge Nurse Manager is not on duty and provide cover for senior nurse positions during periods of leave.

SCOPE FOR ACTION

The ACNM will be empowered to make decisions or recommendations in their clinical area of practice. The ACNM will be encouraged to use initiative and problem solving skills to develop innovative approaches to issues on a day to day basis. Consultation will be the Charge Nurse/Operations Manager of the ward/unit. The ACNM reports to the Charge Nurse Manager /Operations Manager of the ward/unit.

DIMENSION OF THE POSITION

The ACNM will be responsible to the Charge Nurse/Operations Manager for the achievement of agreed objectives and operates within the confines of Counties Manukau District Health Board. The ACNM will work as part of the interdisciplinary team within their area of practice.

POSITIONS REPORTING

Directly Charge Nurse Manager
Indirectly Registered Nurses /Enrolled Nurses / Health Care Assistants
### PERSON SPECIFICATIONS

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<thead>
<tr>
<th>Qualification</th>
<th>Minimum</th>
<th>Preferred</th>
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<tr>
<td></td>
<td>• Registered Nurse</td>
<td>• Post Graduate qualification or equivalent in Adult Rehabilitation</td>
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<td>• Current Annual Practising Certificate</td>
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<td></td>
<td>• Undertaking postgraduate Study</td>
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<tr>
<td>Experience</td>
<td>• Three years post registration in nursing practice</td>
<td>• Has a expert PDRP portfolio</td>
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<td>• Has a proficient PDRP portfolio</td>
<td>• Staff management</td>
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<td>• Experience in Spinal Injury, Adult Rehabilitation, and or Health of Older People</td>
<td>• Clinical teaching skills</td>
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<td>• The ability to work independently and be a member of a team.</td>
<td>• Urology clinical experience</td>
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<td>• Experience in problem solving, priority setting, and planning.</td>
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<td>• Ability to self evaluate and reflect on practice.</td>
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<td>• Demonstrated ability to critique research and use it as the basis of practice.</td>
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<td>Skills/Knowledge / Behaviour</td>
<td>• High level of written and verbal communication</td>
<td>• Research skills</td>
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<td>• Priority setting/time management</td>
<td>• Negotiation/conflict management skills.</td>
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<td>• Problem solving/planning</td>
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<td>• Knowledge of current issues within nursing and in their speciality area</td>
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<td>• Ability to work independently and be a team member</td>
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<td>• Knowledge and understanding of medico/legal and ethical</td>
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<tr>
<td>Personal Qualities</td>
<td>Responsibilities</td>
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<tr>
<td>• Personal sincerity, integrity honest and reliable</td>
<td>• Research skills</td>
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<td>• Initiative and motivated</td>
<td>• Preceptor skills</td>
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<td>• Demonstrate commitment to quality improvement initiatives</td>
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<td>• Demonstrates leadership skills</td>
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<td>• Commitment to ongoing education &amp; professional development</td>
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<td>• Demonstrated ability in the development and management of staff.</td>
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<td>• Interdisciplinary team and patient focus</td>
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<td>• Empathy and respect for individuals from diverse backgrounds</td>
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<td>• A strong patient focus in delivery of care</td>
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<td>• A strong commitment and genuine interest in quality and service</td>
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<td>• A capacity to demonstrate best practice in clinical leadership</td>
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<td>• A commitment to the development of the nursing profession</td>
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<td>• A professional development plan</td>
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<td>• The ability to communicate effectively with all levels of staff and develop relevant networks</td>
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<td>• A commitment to cultural awareness and its application to nursing practice</td>
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<td>• Active involvement in relevant, professional/other organisations.</td>
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• A passion for improving nursing practice and standards of care.