Job Title: Associate Clinical Charge Nurse

Department: Cardiology Procedures

Location: North Shore Hospital & Waitakere Hospital

Reports to [Line]: Charge Nurse Manager for service performance, objectives as regards team/people management and clinical service strategies

Reports to [Professional]: Operations Manager Theatre for the achievement of service, operations and financial KPI’s

Head of Division Nursing Medicine & HOPS - for achievement of quality standards (patient safety, effectiveness and patient experience) maintenance of professional standards, the development of professional practice and the development of the professional workforce.

Direct Reports:
- Registered Nurses
- Health Care Assistants

Functional Relationships with:

Internal:
- Nurses, Educators and Specialist
- Medical: teams, specialists, RMOs
- Allied Health: MRTs
- Key department: Duty Nurse Manager
- Managers: CNM, GM, Ops Managers
- Professional leaders: DoNM, ADoN
- Nursing Development Unit/L&D
- Quality Team

External:
- Patients, family/whānau
- Education provider teachers
- Primary health care
- Other DHB’s

Our DHB Purpose, Values and Standards

At the heart of Waitemata DHB is our promise of ‘better care for everyone’. This promise statement is the articulation of our three-fold purpose to:

1. Promote wellness,
2. Prevent, cure and ameliorate ill health and
3. Relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.
Associate Clinical Charge Nurse (ACCN) Nurse – Cardiology Procedures

Position Description

Purpose of this role

In the specialty of Cardiology Procedures, provide proactive, dynamic clinical leadership and operational management. Inclusive of clinical safety and risk management, responsibility for management of all patients and staff, with the support of the Charge Nurse Manager. Responsibility for ensuring overall provision of professional nursing practices in the Cardiology Procedures department, ensuring a cohesive nursing team that meets the needs of Cardiology Procedures in and out-patients.

KEY ACCOUNTABILITIES

Domain One  Professional responsibility

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

Clinical Leadership

- Meets all registered nurse PDRP competencies at minimum of RN Level 4 requirements – refer generic RN competencies
- Perceived as highly effective, progressive and knowledgeable in area of practice, according to legal, ethical, cultural safety/ sensitivity and professional standards.
- Promotes a quality practice environment that supports the health professional’s ability to provide safe, effective and ethical nursing practice
- Role models expectations and reinforces systems and processes to ensure clinical standards and DHB values are evident in service delivery. Policies, procedures and guidelines are accessible for staff reference. Ensures that clinical standards are met
- Sets and clearly communicates clinical standards and behavioural expectations for all staff providing care on the ward/unit and holds nursing staff accountable for meeting these expectations. Conduct in the workplace is ethical and professional according to Nursing Practice Code
- Role models leads by example collaboration with interdisciplinary teams and engagement with specialists to support clinical reasoning and professional judgement in nursing practice issues and decisions meets the needs of patients at risk
- Undertakes or leads specific service or organisational portfolio responsibilities, optimising patient safety.
- Demonstrates willingness to participate as a member of the service senior nursing team, and implements clinical practice initiatives, systems and processes related to health directives, and as agreed by the team, to ensure consistency of best practice across the service. Participates in professional discussions in order to influence development of the profession and services
Domain Two  Management of nursing care

Includes accountability related to patient/client assessment and management of advanced nursing care that is supported by evidence

Clinical Management of Nursing Care

Clinical Visibility, Practice monitoring
- 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
- Service delivery is patient and whanau (family) focused ensuring a positive patient experience
- Develops and utilises systems and processes to ensure that patient flow KPIs are met.
- Demonstrates clinical leadership within specialty. Acknowledges contribution and keeps the team informed of issues
- Proactively reviews rosters and forecasts need based on procedural referrals and waitlists. Liaises with the CNM and Operations Manager regarding variances
- Coordinates the systems, processes and resources for list requirements to ensure the right skill mix and timely healthcare delivery
- Actively implements improvement initiatives to achieve MOH target and KPI’s
- Works alongside medical staff to ensure that the patient / family /whanau receive explanation of the effects, consequences and alternatives of proposed procedure/ treatment options.
- Liaises with the CNM where there are gaps in staff resources and delay
- Proactively communicates with the CNM and medical teams throughout the day to ensure efficient throughout and quality care
- Ensures that documentation is accurate and maintains confidentiality
- Ensures the current WDHB values are adhered to in practice
- Situational awareness – knows what is happening accessing the whole specialty monitoring and assessing progress of the lists and management of staff
- Actively manages clinical issues/concerns regarding patients and following these through with the patient/whanau, handing over issues
- Evaluates client’s progress toward expected outcomes in partnership with clients.
- Ensures health education is appropriate to the needs of the client within a nursing framework
- Reflects upon and evaluates with peers and experienced nurses, the effectiveness of nursing care
- Leads motivational communication regarding service KPI’s, expectations and acknowledgement of work well done
- Communicates clinical professional standards, challenges practice and performance to enhance practice development

Equipment & Supplies

- Equipment is checked, available appropriate to the service needs, is well maintained i.e. clean and serviced. Works with Clinical Engineering to ensure regular maintenance. Plans replacement programme/CAPEX with the Charge Nurse Manager.
- Inventory of equipment and supplies is current and staff trained in effective use of equipment
- Undertakes evaluation of new products and seeks ways to minimise costs and support standardisation
# Associate Clinical Charge Nurse (ACCN)

## Nurse – Cardiology Procedures

### Position Description

**Job Description:** Associate Clinical Charge Nurse. Approved 17 December 2019

**Director of Nursing**

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### Human Resource Management

**Team management and recruitment**

- Has a good system for managing the differentiated team, including knowledge of skill/practice level, development plans, education plans, appraisal schedule. Reviews staffing profiles
- Knows where to access and how to follow and implement HR policies, processes and guidelines.
- Meet regularly with the team to keep them informed. Holds monthly team meetings, which are documented and ensures access for all staff to 1:1 meetings and annual appraisals with the ACCN.
- Meet regularly with individuals to develop their potential and confirm motivation/resilience
- Work confidently with CNM, Recruitment and Human Resources team to manage staff recruitment, selection and planned orientation
- Leads innovative and professional team building activities
- Tension and conflict is managed positively and issues resolved to the satisfaction of all involved. Explores the needs, concerns and interests of others. Communicates clearly/succinctly in appropriate style and presents effectively in various situations.
- Builds an environment of excellence and innovation that empowers nurses and other team members to be active participants in the multidisciplinary team.

### Planning

- Annually reviews workforce plan with CNM.
- Contributes to the division learning framework planning ensures staff scheduled for the annual Training Plan to meet identified training needs alongside Cardiology Educator and Clinical Coach
- Supports staff development and progression to achieve current level of practice and progression needs. All nurses and health care assistants are supported to achieve their own professional practice goals.
- Identifies and implements strategies to recruit and retain staff to ensure staff are employed with the skills and attitudes that align with the DHB values and specialty nursing competencies

### Scheduling/Rostering

- Rostering is compliant with policy and MECA guidelines: is safe, fair, balanced and cost effective. Skill mix is appropriate and cost effective. Monitors that rostering is safe and cost effective. Is proactive in addressing planned absences and roster shortfalls. Staff absences are monitored and addressed to support the staff member and support the team.
- Workforce and resources scheduled to deliver a responsive and efficient service using person centred care model of practice
- Coordinates resources present [right people/skill mix in the right place/roster] with staff doing the right things [standards & supervision], at the right time [monitoring] to achieve the right outcome. Coordinates day to day staffing and resources; is involved in assessing changing patient needs and putting strategies and resources in place to meet those needs.

### Performance Development & Management

- All nursing staff receive support during orientation with preceptor, receive access to learning and competence assessment, appraisal annually, a development plan of skill and expertise and acknowledges their potential e.g. resource role, levels of practice, access to education opportunities. Includes audit of practice, appraisal, development plan, coaching and feedback. 100 % compliance with mandatory and core training for safety.
- Performance issues are addressed through clear expectations, coaching, goal setting and feedback
- Increase in Level 3 and 4’s annually i.e. progression through the orientation of new staff and graduates into the clinical setting
- Works in collaboration with the CNM to comply with the WEDHB workforce development framework. Assist with staff selection to the unit to ensure staff is committed to the WDHB vision, clinical safety and achievement of patients care needs.
- Acknowledgement of staff through the PDRP and recognition in daily practice
- Staff absences are monitored and addressed to support the staff member and the team. Any on-going issues are discussed with CNM
- All staff have a current APC and have had their portfolios assessed. All comply with the PDRP. Staff are assisted to attend learning opportunities and progress through the levels of practice
Associate Clinical Charge Nurse (ACCN) Nurse – Cardiology Procedures

**Position Description**

**Financial Management**
- Identifies opportunities for savings/efficient utilisation of resources
- Assists CNM with CAPEX/PMG and one off approval proposals, planning and purchasing
- Sick leave and Annual leave is managed in the allocated group within the current year
- Monitors use of casual / agency and overtime and manages within budget
- Evidence of effective time allocation 80% dedicated to clinical, operational, professional and management of responsibilities and 20% dedicated to team development and quality improvement activities
- Manages the resources to meet needs and minimise cost. Recommends and introduces changes in operational processes to minimise cost & wastage in use of resources
- Plans and manages people, the inpatient unit, systems, processes and resources to ensure that service and patient needs are met within allocated resources in an efficient and effective manner.
- Identifies and reports in a timely way where resource/finance constraints are affecting best practice

**Domain Three  Interpersonal relationships and enhancing the patient experience**

*Includes accountability for interpersonal and therapeutic communication with clients/patients and members of the health care team.*

- Demonstrates clinical and professional leadership through effective teamwork and collaborative relationships
- Role models advanced therapeutic communication when establishing, maintaining and concluding relationships with patients, families / whanau , coordinating interdisciplinary team care planning in partnership with the patient/whanau
- Demonstrates strong relationship management skills that result in professional credibility, good patient outcomes and integrated care.
- Uses highly developed communication, change management and leadership skills to create strong morale and spirit in the team
- Communicate to a wide range of people using reports, meetings, and forums. Clear, formal and informal communication at all levels using a professional, diplomatic and concise approach using oral and written communication. Can get messages across that have the desired effect.
- Demonstrates a non-confrontational approach and an ability to open up communication lines so that issues can be addressed.

**Domain Four  Interprofessional healthcare and quality improvement to deliver organisational objectives**

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

**Professional Practice development**

- Self-directed in achieving learning and development plan, including PDRP responsibilities /current portfolio. Attends educational opportunities and conferences. Has presented own portfolio for assessment that meets the accepted standard as a senior nurse
- Actively participates in professional nursing groups, maintains local, regional and national networks.
- Seeks feedback on own performance, then acts on it.
- Assists in the implementation of nursing practice and models of care appropriate to patient /client population needs
Quality Improvement:
Guideline and policy development
- Actively participates in quality improvement forums, audits, weekly review of practice and operational meetings to ensure that practice is based on best practice guidelines and meets legislative requirements for the population served.
- Implements best practice pathways, protocols and guidelines in the specific area of practice that are research based. Change agent/leader - Identifies efficiencies through new and innovative ways of working, improve quality of care and patients experience.
- Participates in interdisciplinary case review processes and clinical supervision.
- Implements the structured risk identification and management approach to identify clinical risks and implement processes and practices to monitor and mitigate these risks.
- Monitors that clinical practice is at the highest standard possible: that nurses undertake comprehensive and accurate nursing assessment, with a focus on ongoing implementation and evaluation of care.
- Staff satisfaction is measured and acted upon where feedback is collated and corrective actions are discussed and implemented where possible.
- Knows how to respond and support in an emergency situation.

Service Development
- Participates in service development and strategic leadership to enhance the patient experience and application of values in practice.
- Implements and manages initiatives to address differential access to healthcare services for Maori.
- Assists CNM to develop service plans to achieve performance targets.

Statutory & Treaty of Waitangi obligations
- Ensures the professional and political integrity of WDHB by carrying out all functions in compliance of the Treaty of Waitangi and by demonstrating a serious commitment to keeping the treaty alive.
- Shows sensitivity to cultural complexity in the workforce and patient population.

To recognise individual responsibility for workplace Health & Safety under the Health and Safety at Work Act 2015
Contribute to a safe and healthy workplace at WDHB by:
All Employees
- Following & complying with H&S policies & processes & applying them to their own work activities, including using/wearing Personal Protective Equipment as required.
- Participating in activities directed at preventing harm & promoting well-being in the workplace.
- Identifying, reporting & self-managing hazards where appropriate.
- Early and accurate reporting of incidents at work and raising issues of concern when identified.

VERIFICATION:
Employee: __________________________________________
Department Head: ___________________________ Date: _________________
**PERSON SPECIFICATION**

**POSITION TITLE:**  
Associate Clinical Charge Nurse – Cardiology Procedures

<table>
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<th>Education and Qualifications</th>
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| • Registered Nurse RCPN, RGON, BHSC with current Annual Practising Certificate  
| • Post Graduate Certificate/ Diploma in a clinical specialty and clinical leadership  

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<th>Experience</th>
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| • Achieved RN Level 3 (RN 4 preferred) in a cardiology clinical practice role, with current portfolio  
| • Acute care clinical practice with cardiology patients who have complex clinical health needs  
| • Experience in clinical professional leadership role  
| • Experience in working in an acute inpatient unit or other relevant area within a large or complex organization  

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<th>Skills/Knowledge/Behaviour</th>
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| • Contemporary nursing knowledge and skill – with knowledge of evidence-based practice requirements. A positive Nursing identity.  
| • Demonstrated operational management/care coordination skills  
| • Clinical professional leadership  
| • Evidence of strong commitment to quality improvement and ability to lead local quality initiatives  
| • Dynamic and creative approach to nursing care and education  
| • Understanding of and commitment to the principles of the Treaty of Waitangi  
| • People Management in a complex environment  
| • High professional standards and ability to implement strategies to motivate team to achieve expectations  
| • Understanding of financial management and ability to use appropriate tools to assist in managing budgets  

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<th>Personal Attributes</th>
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| **1. Personal Attributes**  
| • Positive and enthusiastic  
| • Possesses a good sense of humour  
| • Strong and self-reliant  
| • Calm and mature  
| • Consistent  
| • Realistic  
| • Some awareness of the Health and Safety impacts on an organisation  
| • Seeks advice and guidance from colleagues and other disciplines as required  
| • Self-directed and motivated  

|  
| **2. Teamwork**  
| • Sensitive and constructive to others  
| • Seeks out opportunities to support others in achieving goals  
| • Effectively shares information with colleagues  
| • Inclusive of colleagues  
| • Resilience, flexible and willing to work across a range of clinical settings  

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Job Description: Associate Clinical Charge Nurse. Approved 17 December 2019  
Director of Nursing
3. **Self-Management**
- Recognises and respects individual differences
- Develops positive working relationships with staff and managers
- Identifies and seeks to meet their needs.
- Treats them as first priority
- Upholds confidentiality, behaves with integrity and discretion
- Positive professionally mature

4. **Communication skills**
- Very strong written and verbal communication skills
- Excellent communicator – clear and complete at all times
- Sets high standards and strives to achieve challenging goals
- Displays drive and energy and persists in overcoming obstacles
- Acts as a good health and safety role model to others
- Acts in a positive manner
- Copes well under pressure, is resilient to change and understands personal limitations
- Is proactive and displays initiative
- Is able to communicate effectively on the phone and via computer and face to face with a variety of people
- Is able to communicate without engendering conflict

5. **Learning**
- Makes effective decisions within appropriate timeframes and levels of responsibility
- Knows when to ask for help