Date: February 2018

Job Title: Associate Clinical Charge Nurse

Department: Emergency Department

Location: North Shore Hospital

Reporting To: Charge Nurse Manager at North Shore Hospital Emergency Department for meeting performance objectives as regards team/people management and clinical service strategies. Clinical Nurse Director Acute and Emergency Medicine for the safety of professional practice performance to the highest standard possible.

Direct Reports: Registered Nurses, Health Care Assistants, Ward Clerks in allocated team.

Functional Relationships:
- Consumers and Consumer families
- Nursing staff supporting the unit functioning e.g. Clinical Nurse Specialists, Clinical Nurse Educators, RN Clinical Coach, Director of Nursing & Midwifery
- Duty Nurse Manager
- Bureau Manager
- Medical teams
- Quality team
- Allied Health team
- Support Services: pharmacy, nutrition, laboratory, clinical engineering, facilities
- Cleaning and Orderlies
- Other CNM, ACCN

External:
- Colleagues in other DHBs
- Schools of Nursing tutors
- HealthAlliance supply chain and procurement
- Taylors Linen Service

Committees/Groups:
- Senior Nurse Meetings
- ACCN Meetings
- Quality Group

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.
Purpose: To co-ordinate the systems, processes and resources over a shift to ensure that staff are able to meet the needs of the patients/consumers in the most effective practice environment. Co-ordination of people, the patient care unit, systems and resources on a shift by shift basis to ensure that service delivery is of a high standard, efficient and effective. Supportive role to the CNM. Performance development of own group of nurses.

KEY ACCOUNTABILITIES (GENERIC)

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.

<table>
<thead>
<tr>
<th>Professional Development of speciality practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Meets all registered nurse PDRP competencies at minimum of RN Level 4 requirements – refer generic RN competencies</td>
</tr>
<tr>
<td>• Is highly clinically proficient and respected for ability to support the team with clinically difficult cases.</td>
</tr>
<tr>
<td>• Is expected to complete ACLS level 6 training</td>
</tr>
<tr>
<td>• Participates in interdisciplinary case review processes and clinical supervision</td>
</tr>
<tr>
<td>• Self-directed in achieving learning and development plan, including PDRP responsibilities/current portfolio</td>
</tr>
<tr>
<td>• Actively participates in professional nursing groups, maintain effective local, regional, national and international networks. Attends educational opportunities and conferences.</td>
</tr>
<tr>
<td>• Maintains own clinical expertise and knowledge through post graduate education at advanced practice level. Attends educational opportunities / conferences relevant to role and scope of practice. A role model in continuing to work on personal and professional development. Maintains professional development. Pursues a program of self-development to broaden critical thinking and leadership skills. Engages in activities of continuous learning, including in-service, self-learning, study days, post graduate study</td>
</tr>
<tr>
<td>• Provides thoughtful, constructive evaluation in peer and leadership review.</td>
</tr>
</tbody>
</table>
### Associate Clinical Charge Nurse - Emergency Department North Shore Hospital

**Position Description**

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#### KEY ACCOUNTABILITIES (GENERIC)

- Is highly clinically proficient and respected for ability to support the team with clinically difficult cases.
- Is up to date with international best practice in the specialty and attends conferences, on-line learning and reads journals to maintain currency.
- Seeks regular professional supervision to discuss how to address areas of difficulty and review quality of practice.
- Participates in nursing and organisational activities and committees.

#### Professional Leadership and Expertise

- Applies critical reasoning and professional judgement to nursing practice issues and decisions for patients at risk.
- Provides experienced nursing advice, contributing to the development of integrated service delivery across the continuum of care – one to one patient management and impact on practices/processes of care on populations of patients at local and system level.
- Role models/leads by example and enhances advanced nursing practice and contributes to the profession locally.
- Undertakes or leads specific service or organisational portfolio responsibilities, optimising patient safety.
- Perceived as highly effective, progressive and knowledgeable in area of practice, according to legal, ethical, cultural safety/sensitivity and professional standards.

#### Domain Two  Management of nursing care

*Includes accountability related to patient/client assessment and management of advanced nursing care that is supported by evidence and also assessment, developing differential diagnoses, ordering and interpreting diagnostic tests, planning and providing treatments in order to manage the health of individual patients.*

#### Clinical leadership and daily, coordinating of the inpatient environment

- Operational systems management and contingency is evident on a day to day basis and planning ensures safe and effective delivery of care according to production plan.
- Proactively reviews rosters and forecasts need based on surgical list production plan. Ensures coverage of the inpatient team for the hours of operation. Liaises with the CNM regarding potential variance.
- Co-ordinates the operational systems, processes and resources to ensure that staff is able to meet the needs of the patients in the most effective manner.
- Oversees care is provided with staff to meet clinical standards.
- Provides direct clinical care as required, supporting team, and modeling best practice. Provides clinical leadership for staff and provides coaching and supervision as delegated.
- Proactively communicates with the Charge Nurse Manager and medical teams throughout the day to ensure efficient throughput and quality of care.
- Situational Awareness - knows what is happening across the whole specialty monitoring and assessing progress and management of staff.
- Actively manages clinical issues / concerns regarding patients and following these through with the patient/whanau, handing over issues.
- In emergencies leads. Assumes Area warden role as needed and has completed training in disaster management.

#### Financial

- Assists Charge Nurse Manager to monitor expenditure and manage within...
### resource management
- budget. Variance is reported to CNM
- Monitors ordering/purchase of clinical equipment to meet service demand
- Monitors use of casuals/agency and overtime and manages within budget

### Interpersonal Relationships
- Supportive role to the CNM. Delegated ongoing responsibility for aspects of the CNM role (e.g. performance management, rostering, time cards, etc)
- Collaborates and promotes positive relationships with colleagues and members of the health care team to facilitate and coordinate care.
- Promotes excellent interpersonal skills and relationships and teamwork is evident
- Conflict is managed constructively, issues resolved and reported promptly to the CNM
- Maintains active communication within the multidisciplinary team

### Human Resources and Performance Development of nursing staff through clear communication of expectations of practice and customer service
- Assists with staff selection to ensure staff with the right skills and attitude are selected. Committed to clinical safety and achievement of patient care needs
- Works to ensure that nurses know of changes in practice and how they are required to monitor the care of the patients. Documents procedures and provides staff training.
- Works with CNM to ensure that all staff have annual appraisal, development plan, coaching and feedback. Manages the performance for an identified group of staff using clear expectations, coaching, goal setting and feedback. Any issues are discussed with CNM and Nurse Educator.
- Assists with monitoring 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. Ongoing issues are discussed with CNM.
- Staff are acknowledged and recognised/valued in daily practice
- The environment encourages learning and evidence-based practice
- All staff have a current Annual Practicing Certificate and have had their portfolios assessed. All staff comply with the PDRP. Staff are assisted to attend learning opportunities and progress through the Levels of Practice
- Teaches staff and contributes to the department learning environment

### 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.*

### Interpersonal relationships with clients and members of the health care team
- Maintain a professional and collaborative manner when dealing with customers - the patient comes first. This includes working with nephrologists, the multidisciplinary team, booking clerk and managers.
- Strong relationship management skills that result in professional credibility, good patient outcomes and integrated care.
- Communicates effectively, regularly and clearly in both oral and written messages. Maintains open and effective communication with the entire patient care team.
- To maintain clear, accurate and relevant records
- Participate effectively and fully at team meetings
- Is courteous, diplomatic and positive in working relationships especially in stressful situations
- Provide and receives feedback in a constructive and assertive manner to bring...
### Associate Clinical Charge Nurse - Emergency Department North Shore Hospital

**Position Description**

- Assist with orientation of new team members
- Appropriately challenges health care practice which could compromise client safety, privacy or dignity

| Team working | Demonstrates clinical and professional leadership through effective teamwork and collaborative relationships  
|              | Works in a shared leadership model with the Operations Manager, Clinical Director and other key health care professionals and hospital managers to provide daily operational and key service delivery requirements for the surgical specialty service which meets the needs of the patients and their families to the highest standard, efficiently and effectively.  
|              | Role models advanced therapeutic communication, engages patient and family in care planning for self-care, improving knowledge of disease/illness, self-management, prevention of complications and promotion of recovery  
|              | Maintain a professional and collaborative manner when dealing with patients, the patient comes first  
|              | Strong relationship management skills that result in professional credibility, good patient outcomes and integrated care.  
|              | Communicates effectively, regularly and clearly in both oral and written messages.  
|              | Maintains open and effective communication with the entire patient care team.  
|              | To maintain clear, accurate and relevant records.  
|              | Participate effectively and fully at team meetings.  
|              | Is courteous, diplomatic and positive in working relationships especially in stressful situations.  
|              | Provide and receives feedback in a constructive and assertive manner to bring about positive change.  
|              | Assist with student learning and orientation of new team members.  
|              | Appropriately challenge health care practice which could compromise client safety, privacy or dignity.  

### Domain Four Inter-professional 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

#### Safety and quality improvement

- Models excellence in customer service  
- Ensures that international safety procedures are implemented  
- Addresses & reports to CNM issues associated with poor customer service and or patient care.  
- Assists the CNM with incident investigation and implementation of corrective actions.  
- Acts to avoid complaints where possible and appropriate  
- Participates in quality improvement activities to monitor and improve standards of nursing.  
- Work with staff and CNM to ensure that all documents for reference are current  
- Ensures that the Waitemata DHB Health & Safety and Infection Control Policies are understood and relevant procedures applied to own work activities.  
- Works with the Health & Safety and Infection Control reps to identify and
**Position Description**

**Quality improvement to deliver organisational objectives**

- Leads/contributes/collaborates in quality & care improvement processes, risk management and resource utilisation review, including trending and auditing and developing appropriate responses – educational, policy, advisory at patient, nurse and system level.
- Identifies efficiencies through new and innovative ways of working, improves quality of care and patient’s experience.
- Utilise and share critical thinking and managerial skills supporting instructing, mentoring and educating others.
- Works progressively and constructively taking on adjunctive responsibilities and leading projects.
- Leads audit and reports on key performance indicators as defined by Charge Nurse Manager, Operations Manager, Clinical Director and General Manager.
- Understands and is accountable for the data quality issues arising from own data input.
- Any issues are raised early with Charge Nurse Manager.
- Models excellence in customer service.
- Participates in quality improvement activities to monitor and improve standards.
- Works with the Health & Safety reps to identify and minimize risk. Brings issues to the attention of the manager.
- Ensures facility remains fully operational with any maintenance issues are notified and addressed in a timely fashion.
- 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.
- 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.
**Associate Clinical Charge Nurse - Emergency Department North Shore Hospital**

*Position Description*

| Service Development | • Participates in service development and strategic leadership to enhance the patient experience and application of values in practice.  
• 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  
• Supports and manages initiatives to address differential access to healthcare services for Maori.  
• 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: ________________

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**Waitemata Health - JOB DESCRIPTION Updated 2017: ASSOCIATE CLINICAL CHARGE NURSE EMERGENCY DEPT NSH. Approved by the Director of Nursing & Midwifery 4/02/2018**

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## Person Specification

### Job Title:
Associate Clinical Charge Nurse

### Qualifications
- Registered Nurse RCpN, RGON, BHSC with current Annual Practising Certificate
- Post Graduate Certificate/Diploma in a clinical specialty and clinical leadership - preferred. Must be undertaking post graduate learning

### Experience
- Minimum of 5+ years in a clinical practice role in the specialty with excellent reputation for clinical expertise. Previous experience in-charge position in Emergency Department. Expert ED adult and paediatric experience and skills.
- Clinical leadership experience at a similar level – highly desirable
- Current and up to date portfolio demonstrating competency in practice at Level 3 or 4
- Practices nursing to demonstrate professional responsibility
- Meets management of nursing care competencies:
  - to achieve patient focused care; and
  - to the highest professional standard possible.
- Consistently demonstrates advanced inter-professional, health care and quality improvement competencies.
- Consistently demonstrates advanced interpersonal relationship competencies.

### Skills/Knowledge/Behaviour
- Advanced physical assessment, history taking, diagnostic reasoning and pharmacology knowledge
- Demonstrated operational management/care coordination skills
- Clinical professional leadership
- Confident multidisciplinary teacher
- Project management and quality improvement processes
- Demonstrated confidence in quality improvement to improve service delivery
- Understands the importance of good relationships in ensuring continuity of care: hospital and community care
- A passion for improving patient experience practice

### Personal Attributes
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**
### Associate Clinical Charge Nurse - Emergency Department North Shore Hospital

**Position Description**

- 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

#### 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