Charge Nurse Manager
Mental Health Acute Inpatient Unit

District Mental Health Services

Date: December 2009

Job Title: Charge Nurse Manager

Department: District Mental Health Services

Location: Taharoto Unit/Waiatarau Unit/Kingsley Mortimer Unit

Reporting To: Locality Manager
Service Clinical Director

Direct Reports: All team members within the unit, excluding medical staff

Functional Relationships with:

Internal:
Senior Nurses
Clinicians
Medical Staff
MHSG Associate Director of Nursing
Community Team Managers
Psychiatric Liaison Team Co-ordinator
Other Charge Nurse Managers
DMH Quality Personnel
Locality Quality Co-ordinator and Educator
MHSG Professional Advisors
Consumer Advisors
MHSG Family/Whanau Advisor
Locality Professional Advisors
Locality Senior Administrator
Cultural Services
Duty Nurse Managers
Security
Clinical Support Services

External:
Other Mental Health Services
NGO Providers
Primary Care Providers
Professional and Union Organisations
District Inspectors
Police
Health Advocates

Purpose: To provide leadership and management of service delivery that promotes partnership with service users, their families and staff and quality outcomes.
## Charge Nurse Manager
### Mental Health Acute Inpatient Unit

### District Mental Health Services

### KEY TASKS | EXPECTED RESULTS
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**1. Service Planning**
To participate in service planning activities and contribute to the strategic planning process
- There is participation in service planning at unit and locality level.
- There is participation in wider service planning including the development and implementation of an integrated service delivery model.
- There is contribution to strategic planning processes.
- The strategic plan is communicated and disseminated to the multi-disciplinary team.

**2. Operational Management**
To manage the operational activity of the Inpatient Unit meeting agreed productivity targets with reporting and monitoring on a timely basis.
- There is monitoring of productivity via relevant output collection systems, including KPIs.
- Operational Reports are provided monthly.
- Staff and resources are managed appropriately to ensure activity meets targets and resources are maximized.
- Rosters are managed to ensure safe service delivery, and rostering/overtime costs are closely monitored and contained.
- Actions are implemented as determined by the manager of the locality or service.
- WDHB delegated authority is provided in the absence of the manager.
- There is participation in the on call roster.

**3. Financial Management**
To manage the financial requirements of the Inpatient Unit within budget.
- The annual budget is prepared accurately and within required timeframe.
- Information in regard to resource planning and utilisation is available for the annual business and strategic planning round.
- Financial requirements of the Responsibility Centre (RC) are managed within budget.
- Monthly financial reporting is timely and inclusive of variance reports and communicated.
- There is contribution to the CAPEX process in the development of the CAPEX proposal.

**4. Human Resource Management**
To recruit, develop and retain skilled staff to the Inpatient Unit
- Staff are recruited to the area, orientated, developed and retained.
- One to one coaching and support is provided.
- A performance appraisal system, including an annual review is in place for all staff in addition to a clinical audit process.
| 5. **Quality and Risk Management**  
To ensure quality systems and processes are in place.  
To ensure a risk management plan is implemented to meet legislative compliance in health and safety and infection control.  
To manage staff to ensure H&S compliance and risks are minimised.  
To recognise individual responsibility for workplace Health and Safety under Health and Safety Act 1992.  
| • Performance issues are managed in accordance with WDHB policies and in such a way as to minimise risk and maximise performance.  
| • There are quality systems and processes in place.  
| • There is collaboration with Quality personnel to meet requirements, and ensure ongoing service improvement.  
| • Health and Disability Sector standards are met.  
| • WDHB health and safety policies are read and understood and relevant procedures applied to their own work activities.  
| • Workplace hazards are identified and reported, including self management of hazards where appropriate.  
| • There is liaison with Occupational Health.  
| • Appropriate resources are available for staff to minimise potential risk situations.  
| • Health and safety representatives work effectively within the unit.  
| • Communication processes are in place to facilitate feedback from staff.  
| • Input into the development of policy, standards and procedures is provided.  
| • The principles of the Treaty of Waitangi are met.  
| • There is cultural responsiveness.  
| • Complaint and Incident investigations are undertaken within the unit in conjunction with the Locality Manager and Quality Co-ordinator.  
| • There is a coordinated and timely response to a service crisis.  

| 6. **Project Management**  
To manage projects as designated to meet service need.  
| • Delegated new/special projects are carried out and evaluated following the approved project management process.  
| • All relevant district and locality based project initiatives are undertaken.  

| 7. **Professional Leadership**  
To provide professional leadership to the workforce with a focus on quality mental health service delivery.  
| • RC Management training is attended.  
| • Professional supervision is undertaken.  
| • Opportunities to network with other health managers are pursued.  
| • Cultural support, networking.  
| • Direct reports are supported and motivated in professional development.  

8. Professional Responsibilities
To demonstrate responsibility and accountability in the course of duties

| • Conduct in the workplace is ethical and professional |
| • Organisational values are known, supported and modeled |
| • Consumer rights and responsibilities are actively supported |
| • Relationships are fostered and maintained |

VERIFICATION:

Employee: _________________________________

Line Manager: _________________________________

Date: _________________________________
# PERSON SPECIFICATION

**Position:** Charge Nurse Manager

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<th>Qualification</th>
<th>Minimum</th>
<th>Preferred</th>
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<td>• Registered Comprehensive or Psychiatric Nurse.</td>
<td>• Relevant post – graduate Qualification.</td>
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<td>• Tertiary Qualification in health management</td>
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<td>Experience</td>
<td>• At least five to seven  years experience in the mental health sector</td>
<td>• Experience in a Team management / Charge nurse/or nursing supervisory role.</td>
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<td>• Management/ Supervision of staff</td>
<td>• Experience in service development and quality improvement</td>
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<td>• Experience with a range of different service user groups</td>
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<td>Knowledge</td>
<td>• Understanding of the Treaty of Waitangi and bi-cultural issues in health service delivery</td>
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<td>• Understanding of informed consent and informed consent issues relating to health</td>
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<td>• Understanding of legislation pertaining to mental health</td>
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<td>• Knowledge of Mental Health and Alcohol and Drug Services.</td>
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<td>• Knowledge of National Health and Disability Sector Standards</td>
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<td>• Knowledge of key National Mental Health Policy documents</td>
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<td>Skills</td>
<td>• Excellent communication skills, written &amp; verbal essential</td>
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<td>• Proven organisational skills</td>
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<td>• Proven leadership skills</td>
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<td>• Problem solving skills</td>
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<td>• Conflict resolution skills</td>
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<td>• Computer literacy</td>
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<td>Personal</td>
<td>• Excellent interpersonal skills essential</td>
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<td>• Current Drivers license</td>
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<td>• Able to comply with Waitemata Health’s non-smoking policy</td>
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<td>• A flexible adaptable attitude</td>
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