

POSITION DESCRIPTION

POSITION DETAILS:

TITLE: Clinical Nurse Manager
REPORTS TO: Nurse Unit Manager
Reports Professionally to : Director Patient Management Services (Adult)
LOCATION: Auckland City Hospital / Starship Hospital
AUTHORISED BY:
DATE: March 2020

PRIMARY FUNCTION:

The Clinical Nurse Manager role has nursing professional, clinical leadership and operational management accountability in collaboration with multidisciplinary teams for Patient Management Services inpatient hospital safety. Daily operational management includes a clinical safety overview of inpatient areas, capacity planning, seasonal variation response, variance response management and acute patient flow.

The role provides :

- Clinical and nursing leadership and management to facilitate the effective day-to-day safe hospital operation of services and contributes to the delivery of directorate objectives and nursing strategy.
- Clinical leadership to support Nursing standards and Nursing practice
- Supporting Nursing staffing assessment based on acuity and resource decisions

KEY ACCOUNTABILITIES

Key Result Area	Expected Outcomes/Performance Indicators
Nursing and clinical leadership Provides effective, visible and accessible professional nursing leadership and clinical guidance which actively strengthens frontline clinical staff to pursue excellence in nursing care delivery.	<ul style="list-style-type: none"> ▪ Accountable for optimal nursing care delivery, safe environments and cost effective nursing staff decisions afterhours ▪ Acts as a resource for clinical and professional advice utilising a wide range of advanced clinical knowledge and skills ▪ Supports staff with clinical reasoning and professional judgement in nursing practice ▪ Comply and utilise procedures, guidelines and policies, regulations and standards which impact upon maintaining inpatient safety ▪ Assist staff working with patients with complex needs and/or difficult situations ▪ Identifies clinical risk, takes appropriate action to mitigate and escalates to appropriate lead ▪ Successful teamwork and collaboration with key stakeholders and the multidisciplinary team that optimises outcomes for patients ▪ Assist staff to resolve ethical and professional issues and elevate when appropriate

	<ul style="list-style-type: none"> ▪ Communicates clinical standards and behavioural expectations ▪ Supports the implementation and monitors nursing standards of practice for best patient outcomes, professional practice development and models of care in alignment with the directorate's quality, safety and sustainability requirements ▪ Participate and contribute in the Nursing Clinical Governance framework for the development and deployment of nursing strategy
<p>Management of the day to day operational requirements across inpatient services</p> <p>Manages operational needs to facilitate optimal safe patient care delivery aligned to inpatient service requirements after hours.</p>	<ul style="list-style-type: none"> ▪ Consults and supports the nursing and multidisciplinary team ▪ A Hospital overview is integrated and considered in all decision making ▪ Participates in afterhours briefings with accurate and up to date hospital information ▪ Monitor patient flow, trends and contributes strategies to enable expeditious patient flow ▪ Functional relationship with the Patient at Risk team members, Flow Co-ordinators ▪ Assess and forecast intensity and acuity of clinical care requirements utilising assessment tools (TrendCare, variance reporting, patients at risk) ▪ Monitor patient occupancy levels and resourcing and safe staffing, identifying potential risks, mitigates and elevates appropriately ▪ Bed management in accordance with agreed processes for Directorates including judicious clinical placement of patients ▪ Liaise frequently with appropriate area managers, lead nurses for clinical and operational issues pertaining to the area or from an organisational wide perspective ▪ Code response, clinical emergencies, to assist frontline management of area and to support nursing staff to maintain area functionality ▪ Coordinates with areas management of the deceased patient, including coordination of Coroners enquiries and release of bodies ▪ Accurate and up to date nursing documentation is evident ▪ Frontline response for major incidents, fire, security alerts, serious untoward incidents ▪ Escalates appropriately using defined process to Leadership teams, Senior Manager or Executive on call ▪ Ensure all data collection and reporting requirements are met ▪ Provide information to the leadership team to enable accurate forecasting of resource requirements
<p>Resource management</p> <p>Responsible for the facilitation and provision of safe, quality and cost effective resource management.</p>	<ul style="list-style-type: none"> ▪ Collaborative working with all inpatient areas for decisions to meet needs of staff and patients maintaining a safe clinical environment ▪ Redeploy staff efficiently and cost effectively for the delivery of safe clinical care utilising available tools

	(variance response management) <ul style="list-style-type: none"> ▪ Coordinates after hours RMO sick call cover ▪ Manages seasonal staffing models afterhours and in conjunction with service leads ▪ Authorises afterhours ambulance and taxi payments ▪ Decisions support the delivery quality care within budgeted cost structures ▪ Participates in capacity planning and seasonal variation response planning ▪ Manage FTE, rostering and leave planning to ensure service continuity and capacity
Quality and safety Accountable for upholding quality and safety.	<ul style="list-style-type: none"> ▪ Ensure that clinical care delivery is patient/family/whanau centred and meets the highest standards ▪ Guides staff to standards of practice, evidence-based guidelines/policies and provides clear expectations of staff in conjunction with the multidisciplinary team ▪ Patient safety is paramount in all decisions and aligned with understanding of services quality improvement, audit, and the patient and family voice ▪ Identifies and communicates clinical competency issues to appropriate lead ▪ Clinical incidents and complaints are managed and mitigation strategies are in place and elevated to appropriate service leads ▪ All risks are clearly identified and appropriate actions taken ▪ Contribution to serious and sentinel event reviews ▪ Compliance with regulatory requirements including health and safety and certification
Innovation and improvement Contributes innovative thinking which will transform the patient experience within the service/s	<ul style="list-style-type: none"> ▪ Lead assigned projects within the directorates improvement programme ▪ Actively problem solve and identify service quality and improvement opportunities when appropriate
Professional development Professional development enhances nursing leadership, clinical and managerial skills	<ul style="list-style-type: none"> ▪ Participate in relevant service and professional development programmes ▪ Establishes annual goals, objectives, performance targets and strategies to meet these ▪ Attends educational opportunities/conferences/forums relevant to the role and scope of practice ▪ Participates in relevant research activities

MATTERS WHICH MUST BE REFERRED TO (INSERT TITLE HERE)

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Authorities:	
FTE Direct Reports: NIL	Budget Accountability (if applicable): \$ NIL

Relationships		
External	Internal	Committees/Groups
<ul style="list-style-type: none"> Families/whanau and caregivers Health providers outside ADHB NZ Nursing Council NZNO Community and sector organisations Other agencies 	<ul style="list-style-type: none"> Nurse Directors / Midwifery Director Directors General Managers Directors of Allied Health Patient at Risk teams Directors of Performance Improvement Clinical Service Directors Other Senior Nurses Other ADHB clinical areas Chief Nursing Officer Executive team Emergency Manager He Kamaka Oranga Allied Health Staff Medical Staff Professional Advisors Clients/Customers/Patients 	<ul style="list-style-type: none"> Quality & Clinical Safety Health & Safety Other committees/ Groups as appropriate or delegated

Person Specification		
Education Qualifications	Essential	Desired
Professional	<ul style="list-style-type: none"> RGON, RN, BHSc (Nursing) Post-graduate Certificate / Diploma 	<ul style="list-style-type: none"> Masters
Experience/Knowledge	<ul style="list-style-type: none"> Minimum 5 years' experience post registration Advanced experience in speciality nursing Proven leadership abilities Knowledge of the implications of the Treaty of Waitangi with a commitment to bi-culturalism Sound understanding of professional ethics Change and financial management experience Quality improvement knowledge 	<ul style="list-style-type: none"> Operational Experience Management training Previous Charge Nurse or Nurse Manager experience Incident Management
Specific Clinical Competencies	<ul style="list-style-type: none"> Level IV plus operational thinking and planning Ability to work in a complex and changing environment Ability to work in an interdisciplinary team 	<ul style="list-style-type: none"> Advanced quality of service skills Ability to critique and use research findings as the basis for practice

Personal Characteristics
<ul style="list-style-type: none">

CRITICAL COMPETENCIES	
COMPETENCY	DESCRIPTION
Professional accountability	<ul style="list-style-type: none"> ▪ Maintain expert clinical nursing knowledge and skills ▪ Ensures a wide range of advanced clinical knowledge and skills relevant to role ▪ Demonstrate value based leadership ▪ Support an environment in which excellence in clinical nursing care can flourish ▪ Contribute to the professional nursing standards across the Directorate ▪ New graduate initiatives support long term sustainability strategy for nursing
People / Team Leadership	<ul style="list-style-type: none"> ▪ Actively listen to staff and provides ongoing feedback. ▪ Recognise and celebrates the achievement of others ▪ Solutions focused approach ▪ Develop successful teamwork and collaborations ▪ Clearly communicates with staff and provides an environment during one-on-one and performance appraisals which is supportive and positive ▪ Identify and develops potential in nursing teams to support succession planning ▪ Encourages staff to identify opportunities for improvement ▪ Actively implements recruitment and retention strategies in line with organisation-wide objectives
Quality Improvement	<ul style="list-style-type: none"> ▪ Identify quality improvement initiatives ▪ Contribute to quality improvement and quality assurance within the Directorate
Financial / Business Management	<ul style="list-style-type: none"> ▪ Ability to implement service delivery plans ▪ Develop new business case initiatives ▪ Clearly communicate plans and expectations to staff ▪ Financial acumen ▪ Utilise data and analyse trends ▪ Prepares reports
Change Management	<ul style="list-style-type: none"> ▪ Effectively lead change processes ▪ Lead change management projects by coaching staff, championing issues, through communication and implementation strategies ▪ Participate in change management projects across the service and organisation-wide ▪ Support staff in undertaking new challenges
Value Diversity	<ul style="list-style-type: none"> ▪ Understands significance of Treaty of Waitangi ▪ Display cultural sensitivity ▪ Appreciate insights and ideas of all individuals and work effectively with these differences.

WORKING FOR ADHB – 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
- Models ADHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting ADHB's performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability in ADHB, 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 ADHB'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 ADHB 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 ADHB may reasonably require