

POSITION DESCRIPTION

POSITION: Associate Director of Nursing/Operations Manager – Wairau Hospital

<u>RESPONSIBLE TO</u>: General Manager – Clinical Services

PROFESSIONAL RESPONSIBILITY TO: Director of Nursing & Midwifery

Our Vision:

Nelson Marlborough Health (NMH's) vision is to work with the people of our community to promote, encourage and enable their health, wellbeing and independence.

Our Values:

Respect - We care about and will be responsive to the needs of our diverse people, communities and staff.

Innovation - We will provide an environment where people can challenge current processes and generate new ways of working and learning.

Teamwork - We create an environment where teams flourish and connect across the organisation for the best possible outcome.

Integrity- We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times.

CONTEXT THAT THIS POSITION OPERATES WITHIN

Nelson Marlborough District Health Board (trading as Nelson Marlborough Health) is responsible for the effective delivery of health services to the people of Nelson, Tasman and Marlborough. This includes hospital based services, community based services and referrals to appropriate tertiary centres.

Nelson Marlborough Health (NMH) has faced, and continues to face, many challenges, including ageing population, future workforce challenges, financial pressures and population health demands outstripping our ability to continue to fund on the growth trajectory seen over the past few years. In addition, sustaining base hospitals in each of Blenheim and Nelson offers both challenge and opportunity. The need for a whole of systems approach for services in the district is overwhelming and reflects a significant change in our approach.

Nelson Marlborough Health is structured to ensure that it has clarity of purpose and direction. The following high level groups are identified:

- Executive Leadership Team: the Senior Executive responsible for oversight of Nelson Marlborough Health as an entity.
- Clinical Governance Group: the Senior Clinical Leadership group with Clinical Governance responsibilities for Nelson Marlborough Health. The Clinical Governance Group will interface with the Clinical Governance Groups of the two Primary Health Organisations to ensure a system wide focus, particularly on the boundaries of Clinical Leadership between primary and secondary care.
- Alliance Leadership Team: the Top of the South Health Alliance is responsible for both the Strategic and Operational oversight of Primary and Community Services across the Top of the South. The initial signatories to the Top of the South Health Alliance are Nelson Marlborough Health, Nelson Bays Primary Health, and Kimi Hauora Wairau Marlborough Primary Health Organisation.

There is overlap and cross membership on each of these three leadership groups to ensure that there are no unexpected areas of either service gap or duplication. The first two groups report to the Chief Executive Officer, while the Alliance Leadership Team operates under the principle of a consensus decision making authority. Where consensus is not reached the signatories meet to discuss a pathway forward which can include escalation to the parties respective chairs.

In the coming years there will be many challenges and opportunities for Nelson Marlborough Health including:

- Maintaining robust fiscal stewardship of financial resources including ensuring that the Organisation is living within its overall means
- Partnering through the South Island Alliance to ensure regional activity is aligned and coordinated
- Streamlining the one service two sites model for the delivery of 24 /7 acute and elective services in Nelson and Wairau Hospitals
- Extending the integration of primary and community services, including the responsibilities of the two Primary Health Organisations and the primary and community based services we operate as a district wide health service.
- Strengthening the integration of the wider Mental Health and Addiction Services with other related services.
- Explore opportunities to create greater ownership of Pharmaceutical, Radiological, Laboratory and Emergency Services within Primary Care
- Moving to the digital age, including both the enhancement of our clinical IT solutions across the Health System, as well as modernising our processes and practices to ensure that we achieve our paper lite strategy, and enhancing our activities through streamlining practices as they are enabled with new technology
- Preparing for a sustainable investment in facilities, particularly as we move towards to the rebuild of Nelson Hospital
- Effective Clinical Governance across Nelson Marlborough Health
- Implementation of our Workforce Strategy Plan ensuring we have a workforce that is fit for purpose for both today and the needs of our future.

PURPOSE OF POSITION

- The Associate Director of Nursing (ADoN) is a key professional nursing leadership position within Nelson Marlborough Health.
- The Associate Director of Nursing will work with Clinical Services to enhance and support clinical governance and the optimisation of patient/client service delivery across hospitals. This role is largely general hospital focused and district wide.
- The Associate Director of Nursing is viewed as the representative of the DoNM on nursing issues in each service, and may represent the DoNM in local, regional, and national forums as agreed by the DoNM.
- The Associate Director of Nursing will provide nursing leadership and support for planning and change processes and practice development in a manner that promotes creativity in the development of multidisciplinary actions for achieving patient centric, cost effective outcomes while advocating for appropriate fiscal and human resources to accomplish the agreed priorities.
- The ADoN will ensure that quality systems are in place within and across the Services and district to enhance nursing sensitive quality indicators and the delivery of care
- Ensures that Nurse Educators are positioned well to enhance standardisation of care delivery, quality and innovation through practice partnership across NMH.

KEY SERVICE ACCOUNTABILITIES

Service Responsibilities:

Inpatient, outpatient, ambulatory, for:

- HDU/ICU
- ED
- Surgical, Medical and AT&R Wards
- Paediatrics
- Obs/Gynae/Maternity
- Theatre Perioperative Suite
- After Hours Duty Nurse Managers

The Service plays an important role in the continuum of services across the district. In order to fulfil its service responsibilities it will need to work seamlessly, and without friction or "patch protection", with other Services which also have service responsibility for some aspects of the same service continuum. This will require unwavering focus on the patient/client. Examples include (but are not confined to) Paediatric/Child and Youth, Oral Health and Maternity.

RESPONSIBILITIES	EXPECTED OUTCOMES
Provide professional direction and leadership within the multi disciplinary context to Nursing	 Contribution to service/quality planning activities in conjunction with Clinical Service and Service Managers and wider multi disciplinary team. Taking a leadership role in implementing service initiatives with a nursing and or multi disciplinary focus. Provide leadership/role model to senior nursing staff within the service to ensure that nursing philosophy and practice standards are consistent with evidence based nursing practice and the vision and philosophy of NMH. Maintains an overview of the clinical/professional issues/standards of practice and trends affecting nurses within the service, assisting with the implementation of action plans to address and monitor effectiveness. Provide coaching and mentorship to all senior nursing positions with the service. Develops a quality focused professional support and advice is provided to nurses within each area. Ensure that there are effective and timely communication strategies within the nursing service. Ensures that nursing staff have the opportunity to contribute to the organisational decision making and the achievement of outcomes
Provides operationally effective and efficient professional nursing advice and support to management for nursing services and multidisciplinary team as required	 Provides advice and support to Clinical Service Directors, Clinical Directors and Clinical Nurse Managers. Provides timely and clear feedback to Clinical Nurse Managers regarding nursing performance and nursing quality. Ensures clear expectations/boundaries for all nursing leadership roles in Clinical Services are developed, understood and maintained. Has a regular meeting with direct reports supporting the development of nursing leadership activities in Wairau and the effective deployment of Nurse Educators. Ensures relevant information from meetings is fed back to the DoNM and to the Service or others as appropriate. Makes recommendations to Clinical Services and the DoNM as required on Senior Nurse activities / performance. Ensures that a Quality Plan is developed annually. Ensures legislative compliance for professional nursing.

RESPONSIBILITIES	EXPECTED OUTCOMES
	 Actively engages with Clinical Services to support budget and revenue activities. Keeps expenditure for direct reports within prescribed boundaries, and exceptions/variances in budget are investigated and managed. Ensures any Capex requests are appropriately justified and prioritised. Provides input into the Strategic Workforce planning processes ensuring that nursing professional issues and impacts are considered. Works with the DoNM to establish medium and long term workforce plan incorporating the NMH strategic direction. Contributes to the further development, implementation, progression and evaluation of the professional development programme for all nursing staff within the service. Participates in the recruitment and selection of nurses for designated senior nurses within the service. Identifies opportunities and has high level input into business cases for development of new nursing positions as agreed with Service and service Managers. Provides support to and reporting from Trendcare related to nursing utilisation and CCDM outcomes. Monitors staff numbers/skill mix/workforce indicators/bed management and identifies trends making appropriate recommendations. Provides support to and reporting from Trendcare related to nursing utilisation and CCDM outcomes. Provides leadership and support that develops nurses in line management to effectively address performance deficits within the service related to professional / clinical issues.
Facilitates the provision of quality health care including risk management	 Implements systems to ensure that all nursing areas within the service have processes to establish, monitor and review the service specific standards of practice and indicators of nursing practice. Ensures that the NMH's policy development and implementation process is followed. Ensures that the service has in place credentialing processes to ensure the service meets the organisation's requirements. Works with senior nurses within the service to maintain a quality nursing care delivery model that reflects contemporary evidence based practice.

RESPONSIBILITIES	EXPECTED OUTCOMES
	 Provides expert clinical advice for senior nursing staff service management coordinating complex and difficult situations. Ensures appropriate nursing input to major projects. Demonstrates knowledge and practice that is consistent with the Treaty of Waitangi in the provision of health care services and support to Maori clients and their whanau.
Health and Safety	 Compliance with all health and safety legislative requirements. Compliance with the ACC Partnership Programme requirements. Compliance with all organisation-wide health and safety policies and procedures. Compliance with the Health and Safety Manual, any relevant chemical information and the emergency plan. Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way. Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early. Knowledge of identified hazards is kept up to date. Reportable event form is completed (via Safety First) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours. Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace.
Communication	 Continuum of care with a focus on primary / secondary interface Develops and maintains key relationships within the Service(s) multidisciplinary team crucial to the success of the role. Communicates effectively, positively and courteously. Develops effective relationships across the Service. Demonstrates ability to access information systems as appropriate. Documentation meets organisational standards. Develops and encourage a customer patient centric focus for service delivery. Role models the use of delegation and supervision skills effectively. Produces reports as appropriate.

RESPONSIBILITIES	EXPECTED OUTCOMES
Maintains own professional development	 Participates in annual performance review and processes, identifying ongoing professional development requirements. Monitors national and international trends in the areas of nursing practice and can utilise same in service as appropriate. Critiques research findings and models integration of these as the basis for contemporary nursing practice. Presents papers at conferences as agreed with the DoNM. Initiates, participates and publishes local evidence research in relevant journals.
General	 Undertakes assignments or projects as directed by the DoNM and Clinical Services and NMH. Meets obligations contained in Appendix 1 & 2.

KEY RELATIONSHIPS AND AUTHORITIES



FINANCIAL DELEGATION

Oversight of the assigned budget for DHB service provision within the NMH Accountability Framework and Delegations Policy

CAPABILITY PROFILE

Solid performance in the role requires demonstration of the following capabilities and competencies. These provide a framework for selection and development.

Capability	Competencies	Behaviours
Displays self knowledge	Certain of self- worth and capacity to handle unfamiliar situations	 Knowledge of advanced research methods and processes Understands and accurately estimates own contribution to work outcomes Handles ambiguity and inconsistencies that impact work Anticipates future changes and trends Assesses and confirms own leadership potential Drives to achieve own potential and desired career pathway Benchmarks own performance and competence against standards established by the organisation or professional bodies
Establish the change imperative	Monitor and review change	 change context including impact of the planned change on customers, employees, operational capabilities and resources Sets and prioritises change plans within a function or discipline area Puts mechanisms in place to review and monitor progress of change against agreed targets Monitors, reviews and adjust change plans and indicators Makes recommendations for major amendments to change plans that affect functional or organisational plans Removes function-level barriers to change Advocates for a function or a clinical or operational area during change
Build relationships and mobilise support	Build trust and promote strategic and professional partnerships	 Builds networks of knowledge and expertise Overcomes resistance to change plans from external bodies and stakeholders Develops systems to provide regular and accurate information to all employees Seeks input from respected leaders in order to build support for planned actions Establishes long-term partnerships exemplified by open exchange of information and ideas, and a willingness to undertake collaborative action Attracts important relationships through other's recognition of personal and professional credibility Establishes profile with network partners as a trustworthy source of valuable information
Thinks and acts strategically	Define strategy and vision for own area	 Understands the internal planning process and is politically savvy as to key people involved Develops a strategy together with realistic plans to achieve long-term objectives Develops financially realistic strategies that deliver the organisation and customer's desired outcomes Advocates for and seeks endorsement for strategic plans and goals

Capability	Competencies	Behaviours
	 Responds calmly when challenged to justify strategy or goals to senior leaders or peers 	
		 Displays resilience and tenacity in achieving desired outcomes
		 Works with employees, stakeholders and peers to overcome problems and uncertainty to achieve planned outcomes
Communicate a vision and sense of purpose	e vision and sense of and lead all stakeholders	 Promotes the organisation's vision and purpose to major stakeholders Builds a support base or coalitions within the stakeholder community that can champion the organisation's desired purpose or change plans
		 Orients stakeholders towards actions that enable and sustain attainment of the organisation's desired goals Communicates to promote collaboration between
		 stakeholder groups Manages stakeholder relationships and risk associated with operational plans and activities
Empowers others to act	Promote participative	 Knowledge of participative planning and management techniques
	decision making and	 Vests the authority and resources necessary for employees to be empowered to act
	management	 Is sensitive to other people's culture, traditions and patterns of decision-making
		 Makes decisions and manages within limits of own professional qualifications and credentials
		 Uses informal and formal communication channels to access management information and data
		Uses available information and communication technology to optimise collection, analysis and reporting
		 Readily accepts and reviews expertise and input from others
		 Benchmarks and audits professional and clinical practice and performance to ensure attainment of set goals and standards
Stimulate	Foster and	Translates innovation into solutions that work
innovation and create	sustain an environment of innovation	 Balances risks against the benefits to effectively advance new practices and ideas
immediate Innovation wins	 Leads information sharing and creative collaboration within and across functions 	
		Takes calculated risks when trying new ideas or practice
		 Identifies and sponsors innovative effort where it can generate benefit within a professional, strategic or operational context
		 Reviews innovations and creative processes to improve future initiatives within a function
		 Establish mechanisms for collecting and reviewing ideas and innovations that have an impact beyond a single team or clinical/operational area

Capability	Competencies	Behaviours
Consolidate & continuously	isly champion	 Drives a continuous improvement approach across a function or discipline
improve on strategic direction		 Critically appraises current activities and considers how they can be re-designed to better meet long-term goals and indicators
		 Identifies and tests new initiatives or breakthrough professional practices
		Energises and inspires peers to support strategic change
		 Translates strategic goals and quality standards into improved functional outcomes
		 Works with others across professions and/or geographic locations to coordinate strategic change
		 Engages with other leaders to champion strategic change
Foster a positive	Build a positive organisational culture	 Understands the relationship between ethic, morals and beliefs
culture		 Knowledge of the concept of culture as applied to organisations
		 Understands the principles and methods of managing culture change within organisations
		 Encourages other leaders to acts in an ethical manner consistent with the organisation's values and beliefs
		 Leads an operational or clinical area with integrity
		 Keeps commitments and deals honestly with others
		 Encourages employees to balance work and life priorities
		 Supports honest disclosure and information sharing
		 Acknowledges and rewards contributions from others

OTHER ASPECTS OF CAPABILITY NOT COVERED ABOVE PROFILE:

QULIFICATIONS

Essential

- RN, with current practising certificates
- Masters Degree or equivalent completed, or in progress
- Previous nursing leadership experience

Preferred

Adult Education Diploma completed or in progress

EXPERIENCE AND KNOWLEDGE

- Minimum of 5 years recent experience since registration in relevant area
- Previous nursing leadership experience within an acute care secondary or tertiary hospital setting
- Demonstrated leadership experience within contemporary professional nursing at a senior level
- Demonstrated management experience within a complex secondary care clinical environment
- Demonstrated skill to multi-task and manage multiple projects reprioritising same as required

Knowledge of:

- HPCA act and its amendments
- Nursing Council of NZ key documents Scope of Practice for Nurses; NP, RN, RN Expanded practice, EN; Direction & Delegation; and Educational Standards
- Treaty of Waitangi and its application to the health setting
- Misuse of Drugs Act (1977) and Regulations
- NCNZ Code of Conduct (2016)
- Health & Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)
- Privacy Act (1993) and Health Information Privacy Code (1994)
- Health and Safety in Employment Act (1992)
- New Zealand Health Care Standards
- NMH Nursing and Midwifery Policies and Procedures
- Equal Employment Opportunities
- NZNO Code of Ethics (2010)
- NZNO Standards of Nursing Practice (1994)
- Current over-arching NZ Health Strategies
- NZCOM Standards of Midwifery Practice

SPECIFIC SKILLS

- High level of written and verbal communication
- Report writing skills
- Knowledge and experience of effective performance management
- Priority setting / time management
- Problem solving / planning
- Conflict management skills
- Change management skill
- Ability to lead and manage in a fast moving, rapid response environment
- Acknowledged thought leader in contemporary acute healthcare environment in NZ
- Knowledge of current issues within nursing in NZ and internationally
- Ability to work independently and be an effective team member
- Knowledge and understanding of medico/legal and ethical responsibilities
- Intermediate knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook
- Keeps up to date with available information technology relevant to position
- Understands and complies with NMH Information Technology policies

PERSONAL ATTRIBUTES

- Positive and friendly approach with ability to maintain ongoing courteous rapport in difficult situations
- A personally held clarity and vision for contemporary nursing now and into the future
- Ability to positively manage in a fast paced complex health environment and to ensure that teams and individuals are taken along with all changes proposed or initiated
- Ability to manage rapidly changing environments and demands within acute care
- Demonstrated ability to lead within NZ health sector and enhance professional nursing integration in "all of journey" outcomes
- Demonstrated ability to rapidly assess and analyse situations and to bring robust and workable solutions to issues

- Demonstrated commitment to quality and continuous improvement and the enhancement of nursing sensitive indicators
- Demonstrated ability to be a good listener
- Multidisciplinary team focus
- Patient focused
- Empathy and respect for individuals from diverse backgrounds.
- Demonstrated ability to embrace and lead change and implementation processes.
- Demonstrated ability to take initiative and translate vision for others.
- Commitment to ongoing education/ professional development.
- Honest and reliable

NMH is committed to supporting the principles of Equal Employment Opportunities through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

NMH is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Maori cultural practices.

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

APPENDIX 1

General Responsibilities of an Employee of Nelson Marlborough Health (NMH)

1. Professional Responsibilities

As an employee of NMH you are required to:

- Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice.
- Keep yourself up to date on knowledge, best practices and legislation relating to your work.
- Make a personal contribution towards effective and efficient working relationships within your team and with other NMH departments.
- Ensure you carry out your work in a way that is customer-focused and meets professional standards.
- In conjunction with your manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

2. Right to Raise Concerns

- All employees of NMH are expected and encouraged to immediately ask questions, and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

3. Child Wellbeing and Protection

NMH is committed to identifying, supporting and protecting vulnerable children. The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g. the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:

- Contribute to and support the organisation's strong commitment to a child centred approach to protect children across the region.
- Act at all times in the best interest of the children and young people, putting their interests first.
- Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.

4. Legislation, Regulations and Board Policies

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The "Employee Obligations" within NMH's Disciplinary Policy.

5. Confidentiality

You are required to:

- Adhere to the Privacy Act 1993, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information.
- Maintain strict confidentiality of patient, applicant and employee information at all times.

6. Risk Management

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks which have high cost or safety implications.
- Complete an accident/incident report for any accident, incident or near miss which has taken place at work.
- Respond to complaints according to appropriate policies.

7. Security

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Human Resources of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

8. Treaty of Waitangi

NMH is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi: Partnership, Participation and Protection.

9. Smokefree

NMH is a Smokefree Organisation. This applies to all staff and contractors working within NMH buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, patients and others are informed of the policy. This also applies to NMH staff employed on Board business in the community.

Please sign below to confirm that you have read, understood and agree to the responsibilities and expectations outlined in this position description.

Signed: D

Date:	
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APPENDIX 2

The preferred candidate is required to complete a Pre-Employment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

Condition	Information to include in Position Description
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in NMH
TB Latent	Staff who expect to have contact with patients or infectious materials must have assessment of previous TB exposure at the time of employment
BBV	No person who is susceptible to hepatitis B is allowed to have contact with patients or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program
MRSA	No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas ¹ New staff who will be working in clinical areas should be screened for MRSA if they have:
	 a chronic skin condition been working in an overseas healthcare facility in the last year been MRSA-positive in the last year
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures ²

¹<u>Clinical areas</u> include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women's Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in DSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

 2 Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.