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| **INSERT ORGANISATION’S NAME** |  |
| **POSITION TITLE: Charge/Clinical Nurse Manager: Primary Health Care** | |

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| **Date produced/reviewed:** |  |
| **Position holder’s name:** |  |
| **Position holder’s signature:** |  |

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| **Manager’s name:** |  | | |
| **Manager’s signature:** |  | | |
| **Date:** |  | **Next review date:** |  |

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| **Responsible to** | Manager for operational achievement of objectives and goals for the service. Where the manager is not a nurse professional development and accountability may be with a Director of Nursing, or equivalent, in the organisation. | |
| **Functional Relationship with:** | *Delete/include as appropriate* |  |
| **Internal:** | Nursing directorate, clinical / charge nurse manager, nursing staff and students  Medical, health care assistants, and administration staff | All allied health professionals - pharmacists, physio, social worker, midwife |
| **External:** | Individual/family/whānau  PHO / Hospitals/ /General Practice /  Aged Residential Care  Govt agencies – WINZ/CYPFS/schools  Community groups & centres including local Iwi and migrant communities. | PHO/DHB Nursing directorate  Primary Options for Acute Care (POAC)  Nursing Organisations  Emergency services  Suppliers |
| **PURPOSE OF POSITION** | | |
| * Management of people, systems and resources within a defined care area to ensure service delivery is of a high standard, meeting the needs of the individual/whānau/tangata whaiora. May include budget holding accountabilities. * Responsible for one or more care areas. A care area is defined as a ward (location), unit or team. * To provide clinical leadership for the multidisciplinary team. * To provide professional leadership to the nursing team, developing the nursing services and monitoring quality, including standards of practice and service standards. * Contribute to the achievement of strategic direction for defined care area(s). | | |

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| **NATURE AND SCOPE OF ACCOUNTABILITIES** | | |
| Clinical and Professional Leadership | | |
| * Responsible for the assessment, planning, implementation and evaluation of nursing care . * Responsible for performance reviews for team members and supporting them to complete requirements of PDRP and annual review. * Ensure team are familiar with credentialing requirements and the process for maintaining compliance. * Identify deficits in clinical and professional competencies of team members and work with the nurse educator and managers to monitor and address performance . * Promote and support educational opportunities for professional, personal, and clinical development of team members. * Provide clinical support for the multidisciplinary team. * Direct and support preceptors in the orientation of new staff. * Act as an effective role model by demonstrating high levels of clinical competence, autonomy and professionalism. * Liaise with General Practice teams and other health professionals to identify and prioritise client/community needs in alignment with the National/DHB/PHO Primary Health Care strategies. * Promote innovative and specialist clinical expertise in nursing practice and ensures it is validated with evidence based practice. * Participate in and lead meetings within the service. * Provide a point of reference for clients, team members, managers and other health care professionals. * Collaborate with managers and clinical leaders to lead and manage change processes. * Recognise and value the roles and skills of all members of the health care team and their delivery of care. * Lead standards of practice, protocols and policies for the service. * Effectively delegate activities according to individuals’ knowledge and skill levels. * Participate in workforce and development planning. | | |
| Clinical Practice / Client Care Coordination | | |
| * Support nursing staff to provide clinical care incorporating nursing and delegated medical care of the highest standard which is safe and appropriate. This may include comprehensive health assessment, formulating nursing diagnosis, initiating clinical intervention, referrals to secondary and other specialist services as required. * Demonstrate effective interpersonal skills and team. * Demonstrate effective clinical management of rapidly changing/ crisis situation and provide emergency services that may include urgent triage (resuscitation, stabilisation and assisting with assessment) +/- PRIME services. | | |
| Education and Clinical Teaching | | |
| * Ensure that all relevant organisational policies, procedures and guidelines can be accessed and complied with and that staff are familiar with these. * Provide clinical specialist expertise in the planning and delivery of individual/family/whānau/community education with a focus on self/whānau/community management of long –term conditions, increasing or maintaining level of independence and quality of life and rehabilitation where appropriate. * Provide expertise and educational support to the clinical teams across primary and secondary sectors including health promotion and health protection activities/projects. | | |
| Continuous Quality Improvement | | |
| * Lead, or assists others in, clinical audit and other evaluative tools to record, monitor and report on the health performance of the specific area of practice. * Identify areas for audit and quality improvement. * Use research skills and current evidence to support quality improvement initiatives. * Contribute to the identification of specifications, trials and purchase of new equipment. * Ensure a safe working environment and safe working practices. * Ensure quality care is individual or family/whānau centred and transparent, involving them at all levels of planning, audit and delivery and evaluation of services. * Monitor and drive effective use of resources for clinical care. * Participate in clinical review of complaints and incidents and works towards resolution and future prevention. * Lead projects that promote best practice and improved client outcomes. * Liaise with Clinical Nurse Specialists and resource nurses to ensure uniformity and effectiveness of clinical practice in specialty areas of health care. | | |
| Professional Development and Clinical Competency | | |
| * Maintain and update own knowledge base regarding primary health care nursing and nursing leadership. Use this knowledge to improve practice. * Critique research findings and use these as a basis for best practice. * Participate in developing an open learning culture within the team by sharing learning with colleagues. * Maintain own competency, PDRP requirements and participates in own regular performance reviews. * Participate in professional supervision as per organisational policy * Actively participate in relevant professional organisations and forums at a local, regional, national and international level. * Ensure relevant nursing staff applications and endorsement for credentialing of activities is achieved and maintained. | | |
| Cultural Competency | | |
| * Practice in a way that respects each health consumer’s identity and right to hold personal beliefs, values and goals. * Tikanga Māori will be observed wherever appropriate, such as use of Te Reo Māori, Powhiri, Whanaungatanga, Whānau ora, Karakia, Waiata, Wairuatanga and Manaakitanga.   Assist in the establishment and maintenance of effective relationships with Iwi Māori Health, Mental Health Providers, General Practices and community agencies.  Integrate Māori practice models alongside clinical practice as possible.  Undertake cultural supervision as required.  Tino Rangatiratanga is encouraged in all professional relationships.   * Ongoing upskilling and training in Te Ao Māori. | | |
| Health and Safety | | |
| **Recognise individual responsibility for workplace health and safety under the Health and Safety Act 1992.**   * The Organisations Health and Safety policies are read, understood, and role modelled throughout the practice. * Workplace hazards are identified and reported including self-management of hazards as appropriate. * All near misses/incidents/accidents are reported to manager within 24 hours. * Participate in Health and Safety management systems and initiatives throughout the service area. | | |
| Utilise Information Technology | | |
| * Access and use available clinical information systems. * Competently utilise software and applications relevant to the workplace and role. For example Medtech, Concerto. * Interpret and utilise data to support a population health approach. * Familiar with programmes to develop professional presentations. | | |
| Problem complexity | | |
| The Clinical / Charge Nurse Manager is required to provide critical and creative thinking related to clinical and professional outcomes in order to manage complex problems of a wide and varied nature. He/she is regularly challenged to troubleshoot issues and problems, in order to provide and coordinate client focused service delivery.  There is a requirement to prioritise issues and negotiate time frames, while still providing a quality customer service. Failure to do so could impact on the organisation in terms of risk management.  The range of problems are diverse and require solutions customised to meet the circumstances of the client. Therefore opportunities arise to provide innovative options to the client based on proven outcomes. | | |
| Scope of Action/Delegations | | |
| The Clinical / Charge Nurse Manager is empowered to make decisions relating to the clinical management of clients within the service, utilising initiative and innovative approaches to problem solving to deal with issues that arise. He/she negotiates with and co-ordinates a variety of staff, frequently needing to develop individual solutions for each issue and problem. The Clinical / Charge Nurse Manager is required to provide an expert contribution at the organisation and regional level. | | |
| Budget: | | This position does /does not hold a budget. |
| Direct reports: | | Registered Nurses, Enrolled Nurses, Health Care Assistants. |
| **PERSON SPECIFICATIONS** | | |
| **Education:**  Essential | Desired | |
| * Registered Nurse with Nursing Council of NZ. * Working towards or completed post-graduate nursing qualification. * Holds current Annual Practising Certificate. * CPR Certificate. | * Education/clinical teaching qualifications. * Independent Vaccinators Certificate. * ABC Smoking Cessation Training. | |
| **Experience/Knowledge**  Essential | Desired | |
| * Minimum 5 years recent clinical experience. * Knowledge of current issues within health and in nursing. * Understanding of medico/legal and ethical responsibilities. * Knowledge of current government strategies, policies, codes, guidelines and legislation relation to education and health. * Functioning at Proficient level or above on PDRP and willing to work towards the senior nurse level. * The ability to work independently and be a member of a team. * Experience in problem solving, priority setting, and planning. * Ability to critically examine practice utilising and evidenced based nursing. | * Understanding of the environmental factors affecting primary health care services. * Good understanding of the specific health needs of local populations – in particular Māori and Pacific. An understanding of special health needs of DHB’s/PHO’s population respective to Māori and Pacific. * Nursing experience in primary health care setting. * Negotiation/mediation management skills. * Involved in research, teaching and innovation that has changed clinical practice. * Experience of working across both primary and secondary services. * Understanding of integration relevant to the local DHB. | |
| Specific Skills/Personal and Professional Qualities – all essential | | |
| * Cultural awareness and its application to nursing practice. * Legal and professional accountability. * Holds personal nursing indemnity insurance. * Document and Information Management. * Communication skills. * Developing others. * Planning, organising and initiative. * A capacity to demonstrate strong clinical leadership. | * Negotiation and conflict resolution. * A professional development plan. * Active involvement in relevant professional / other organisations. | |