



## POSITION DESCRIPTION

### Director of Nursing and Professional Services

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**Position:** Director of Nursing and Professional Services

**Location:** National Office Wellington

Tōpūtanga Tapuhi Kaitiaki o Aotearoa: The New Zealand Nurses Organisation (NZNO) is the lead professional union for nurses. Our job and responsibility is to represent more than 60,000 nurses, midwives, students, kaimahi hauora, and health workers in Aotearoa/ New Zealand. We represent the interests of nurses on professional and employment related matters. We are affiliated to the International Council of Nurses (ICN) and the New Zealand Council of Trade Unions (NZCTU). NZNO embraces Te Tiriti o Waitangi and works to improve the health status of all people of Aotearoa/New Zealand through participation in health and social policy development.

#### **Position Purpose**

The Director of Nursing and Professional Services is responsible for leading nursing and professional services within NZNO. NZNO, as the largest member-based organisation within the health sector, has a duty to ensure the voice of nursing is central to health sector decision making and that the profession is widely recognised and supported for its professionalism and commitment. The Director will lead that work within NZNO and support NZNO member leaders in that advocacy.

The Director will ensure the development, implementation and maintenance of the nursing strategies required to support the NZNO's strategic direction and operation as set out in Maranga Mai!. As such the Director will play a central role in NZNO's being the lead voice in nursing and through that the lead voice in health. NZNO's membership also includes midwives and Kaiāwhina/health care assistants and the Director role extends to ensuring their professional voice is heard and their professional needs addressed. This will require the Director to establish relationships with the major nursing groups, academia, regulatory bodies, health sector employers, relevant Ministries, Te Whatu Ora and other health sector unions.

The Director will have a good handle on political developments and changes within health and particularly nursing. They will be able to provide comprehensive briefings and on impacts of these developments and changes including risks and opportunities.

The Director will be responsible for meeting NZNO's Te Tiriti o Waitangi obligations in relation to nursing and as set out in Maranga Mai!

The Director of Nursing and Professional Services will manage and provide direction and leadership to the Professional Nurse Adviser (PNA) team which is regionally based. This will involve the development and implementation of team and individual work plans based on Maranga Mai! This includes providing support, advice, and assistance as required.

NZNO is reviewing its professional work to develop a consensus view of what professional success looks like for NZNO. Any changes both in focus and operation that this may lead to will take place in the second part of the year. The Director will be expected to lead any change process.

NZNO's Colleges and Sections play a key role in our professional area through advocacy, specialist advice and education. The Director will be responsible for enhancing the professional and political reach of our Colleges and Sections through building close relationships with College and Section leadership and supporting them in their work.

As part of the leading Professional Services within NZNO, the Director will lead a small policy and research team as well as a small Information Services team. Development and implementation of evidence-based policy based on wide consultation is a key part of extending NZNO's influence in health, nursing, social justice and employment relations.

A particular focus of the role will be around the future role of the nurse. This will determine NZNO's planning to both protect the role of the nurse and to ensure nursing is central to political, professional and industrial decision making in health. This will include addressing the use of artificial intelligence in health and in nursing in particular.

The Director of Nursing and Professional Services is part of the union's senior leadership team (SLT). They will also represent NZNO both internally and externally as needed.

The Director of Nursing and Professional Services will work closely with the union's constitutional structures – Joint Hui, National Executive, Te Poari, Ngā Hapū, Pacific Advisory Group, National Delegate Committees, Local Organising Groups and structures, ensuring their planning and delivery is in line with the unions strategic plans and that they reflect professional dimensions aligned to the goals of those plans.

The Director of Nursing and Professional Services will be a registered nurse with a strong and successful history of nursing leadership including advocacy. Strategic leadership is key to the role. They will have a demonstrated ability to work across the various nursing sectors e.g. aged residential care, primary health, Māori/Iwi providers, private health providers as well as the public health sector.

The Director will be expected to exhibit a strong commitment to Te Tiriti o Waitangi in their work and to ensure that is central to NZNO's professional work.

## Key Responsibilities and Performance Expectations

Key Responsibilities	Performance Expectations
<p><b>Leading Nursing</b></p> <ul style="list-style-type: none"> <li>• Ensure NZNO is the lead voice in nursing and in health</li> <li>• Participate in reviewing and setting strategy in collaboration with PNAs and College and Sections</li> <li>• Develop and implement plans that protect the role of the nurse and ensure that nursing is central to health decision making</li> <li>• Ensure all NZNO nursing activities are linked to NZNO strategy and in alignment with Maranga Mai!</li> <li>• Operationalising the nursing, midwife and Kaiāwhina/health care assistant professional components of the NZNO strategic plan</li> <li>• Develop and oversee the implementation and maintenance of nursing plans that give effect to NZNO’s Te Tiriti o Waitangi obligations</li> <li>• Identify and address nursing priorities within specific sectors in conjunction with National Delegates Committees and with Local Organising Groups and Ngā Hapū structures</li> <li>• Responsibility for Colleges and Sections in building their capacity to further enhance their advocacy, specialist advice and education roles as well as membership growth. This includes regular attendance at College and Section Committee meetings, conferences, education events and forums.</li> <li>• Utilise internal infrastructure to regularly raise the visibility and power of NZNO’s professional structures/College and Sections/Te Poari/Te Rūnanga/Specialty groups through Kaitiaki and research to support member growth</li> <li>• Engage and build relationships with major nursing groups, academia, regulatory bodies, politicians, health sector employers, relevant Ministries and officials, Te Whatu Ora and other health sector unions.</li> <li>• Advocate NZNO’s nursing positions with internal and external groups including Select Committees, hearings, submissions and participation in conferences and forums associated with nursing.</li> <li>• Support NZNO’s elected leadership in their nursing advocacy and participation in sector groups</li> <li>• Leading change within the professional areas</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Union participation in professional forums grows</i></li> <li>• <i>Union professional leadership and member activism grows</i></li> <li>• <i>Plans are designed, developed and implemented that reflect the NZNO strategic priorities, as reflected in Maranga Mai!</i></li> <li>• <i>Specific plans are developed in conjunction with Te Poari that reflect build NZNO’s Te Tiriti o Waitangi obligations</i></li> <li>• <i>Campaign plans and bargaining always have a nursing component</i></li> <li>• <i>Plans for midwives and Kaiāwhina/HCAs professional growth, development and recognition are developed and implemented</i></li> <li>• <i>College and Sections are supported to grow their advocacy, specialist advice and education roles as the lead voices in their areas of speciality</i></li> <li>• <i>Colleges and Section leadership is supported administratively and professionally</i></li> <li>• <i>College and sections achieve membership growth</i></li> <li>• <i>Relationships are developed with major nursing groups, academia, regulatory bodies, politicians, health sector employers, relevant Ministries and officials, Te Whatu Ora and the other health sector unions.</i></li> <li>• <i>Effective internal and external advocacy of NZNO’s professional positions</i></li> <li>• <i>Effective working relationships established with NZNO’s elected leadership</i></li> </ul>

**Lead the Professional Nurse Adviser (PNA) team**

- Coordinate and prioritise resources including allocation of staffing
- Lead planning with the PNA team and individual team members
- Oversee and regularly monitor the implementation of PNA team and individual work plans
- Ensure that PNA plans are consistent with the NZNO strategic plans, Maranga Mai! and the objectives of the Constitution
- Support for PNAs in their planned work to ensure that the expected high standard of work is maintained
- Oversee PNA recruitment, development and performance management.
- Organise and facilitate regular PNA team meetings, weekly PNA online meetings and weekly 1:1s with PNAs

**Lead the Professional Services Team and Information Services Team**

- Co-ordinate and prioritise the resources of the team
- Lead planning with the team to ensure timely and quality delivery of their work
- Oversee and regularly monitor the implementation of the work of the team
- Ensure that the quality of the submissions, research and policy development is best practice
- Ensure appropriate consultation, especially with Te Runanga, is undertaken in the preparation of NZNO policy, research and submissions.
- Lead the team to develop relationships external to NZNO with other groups and individuals working the same areas.
- Provide professional development to ensure presentation standards are continually lifted

- *PNA team and individual work plans that align with Maranga Mai!, and the outcomes of the Professional Success review, are developed and implemented*
- *A process of regular monitoring of PNA team and individual plan progress is developed*
- *Flexibility within organising staffing according to priorities.*
- *Professional development plans for PNAs are developed and implemented*
- *PNAs are the lead NZNO staff person for Colleges and Sections*
- *PNAs are engaged with members structures in ensuring visibility of their College and Section plans*
- *Professional and high quality submissions, research and policies are developed through a standardised development process involving consultation with Te Poari*
- *The NZNO policy suite is kept up to date*
- *Professional Services and Information Services teams work to team and individual work plans that are regularly monitored through a process of team meetings and 1:1s*
- *Staff establish relevant external relationships and continually monitor the policy, political and legal environments to ensure NZNO is leading the debates*

<p><b>Change Management</b></p> <ul style="list-style-type: none"> <li>• Responsible for leading the change process within the professional teams to ensure that the goals of the Professional Success review are best met</li> <li>• Consulting as appropriate in developing the change process and its outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Change process completed successfully and on time</i></li> </ul>
<p><b>Senior Leadership Team</b></p> <ul style="list-style-type: none"> <li>• Participate as part of the NZNO Senior Leadership Team</li> <li>• Help ensure that NZNO's nursing services and functions are professionally and efficiently provided</li> <li>• Attend, participate in and report to all meetings of NZNO's National Executive, Te Poari and the Joint Hui.</li> <li>• Prepare annual budgets for areas of responsibilities</li> <li>• Ensure effective cost centre management and adherence to budget</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Professional work and outcomes are reflected in all of NZNO's work</i></li> <li>• <i>Budgets completed on time. Cost centres regularly monitored and actions to address problems initiated at an early stage</i></li> <li>• <i>Participation in SLT meetings and other meetings as designated by the CEO</i></li> <li>• <i>Active contributions and participation in National Executive, Te Poari and Joint Hui.</i></li> <li>• <i>Participate as the NZNO representative in external structures</i></li> </ul>
<p><b>Constitutional Structures Liaison</b></p> <ul style="list-style-type: none"> <li>• Supporting the development of active and effective NZNO constitutional structures by ensuring the professional plans are visible and implemented through those structures</li> <li>• Ensure the PNA team engages with Local Organising Groups and Ngā Hapū structures in their regions</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Member structures are informed of professional goals and plans, and structures are supported in their plan development</i></li> <li>• <i>PNA team and Professional Services team working effectively with NZNO member structures</i></li> </ul>
<p><b>NZNO Project Teams</b></p> <ul style="list-style-type: none"> <li>• Participate in / lead / sponsor staff project teams on an as required basis</li> <li>• Ensure that the nursing voice is appropriately fed into all project teams</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Voice of nursing is prominent in project groups</i></li> </ul>
<p><b>Undertake any other duties consistent with the overall purpose of the position as determined by the CEO</b></p>	

## Key Relationships

All NZNO employees have a responsibility for managing relationships in some or all of the key sectors in which they work. In this role, the key relationships to be developed are as follows:

<b>Reports to:</b>	Chief Executive Officer
<b>Internal NZNO relationships:</b>	Senior Leadership Team Industrial Advisers Communications Manager National Executive, Te Poari and Joint Hui Membership structures and National Leadership Structures
<b>External relationships:</b>	Build successful relationships with major nursing groups, academia, politicians, regulatory bodies, sector employers, relevant Ministries and officials, Te Whatu Ora and other health sector unions

## Role Specific/Technical Capabilities

The Director of Nursing and Professional Services should also have the following skills and attributes:

- Skills and knowledge to lead nursing and professional services in the largest health union
- A systems view of the health system and the place of nursing within that system
- High level communication, negotiation and advocacy skills
- Experience in, and a commitment to, the principles, skills, knowledge and attributes of nursing
- Can lead change
- Digital skills and experience
- Commitment to Tiriti o Waitangi, bringing a Te Ao Māori approach to NZNO's nursing and professional services and supporting the implementation of NZNO's Te Tino Rangatiratanga program
- An ability to mentor and develop staff
- An ability to manage all aspects of a staff team
- Ability to analyse information and develop detailed strategies
- High level of ability to understand and interpret relevant policy and relevant legislation
- Good knowledge of contemporary nursing issues, especially the application of Artificial Intelligence and deregulatory threats to the profession
- High level of skill to develop, implement and evaluate strategic plans
- Capacity to formulate timely strategic advice for the CEO
- Demonstrated commitment to the principles and objectives of the union movement and a high level of understanding of the issues facing the union movement especially in the health sector
- Computer skills appropriate to the position
- Current drivers licence

## NZNO Core Competencies

Competency	How this will be demonstrated in this role
<b>Ethics, integrity and values</b>	<p>Supports NZNO vision and values, understands organisational structures when completing assigned tasks or projects, and plans and organises work in an efficient manner.</p> <p>Acts with professionalism, integrity, honesty and respect in their working role.</p>
<b>Cultural</b>	<p>Understands the importance of te Tiriti o Waitangi in modern Aotearoa New Zealand, supports the implementation of te Tiriti across the organisation and conducts themselves in accordance with te Tiriti in their work and work relationships.</p> <p>Understands the importance of cultural and ethnicity and how culture influences behaviour.</p>
<b>Member focus</b>	<p>Understands the importance of members and member voice, builds positive member relationships, acts in a professional manner at all times when dealing with members.</p>
<b>Communication and teamwork</b>	<p>Relates well to people verbally and in written form, builds rapport with all levels inside the organisation, listens well, works collaboratively with others, and is sensitive to the needs of the organisation, handles conflict while preserving rapport, works well with a diverse workforce, ability to understand and adhere to good file and record management practices.</p>
<b>Problem solving</b>	<p>Able to define problems, find causes, and help devise workable solutions.</p>
<b>Results orientation</b>	<p>Shows commitment to goals and delivers results, demonstrates personal initiative and motivation to achieve goals and objectives.</p>