



Tōpūtanga Tapuhi Kaitiaki o Aotearoa NEW ZEALAND NURSES ORGANISATION

POSITION DESCRIPTION

Member Support Manager

Position: Member Support Manager

Location: Wellington

The New Zealand Nurses Organisation Tōpūtanga Tapuhi Kaitiaki o Aotearoa (NZNO) is the leading professional union for nurses and other healthcare workers in Aotearoa New Zealand.

We represent the employment-related interests of more than 61,000 nurses, midwives, nursing students, kaimahi hauora and health workers. We are affiliated to the International Council of Nurses (ICN) South Pacific Nurses Forum (SPNF), Global Nurses United (GNU) and the New Zealand Council of Trade Unions (NZCTU).

NZNO also works to improve the health of all people in Aotearoa New Zealand through participation in health and social policy development. We embrace te Tiriti o Waitangi and we are committed to a Tiriti-based, equitable and just health system in Aotearoa New Zealand.

Position purpose and responsibilities

The primary purpose of this role is to lead a nation-wide team of staff who provide timely, high-quality support, guidance and representation to members experiencing difficulties within their employment relationships and professional practice. In doing so, the role will ensure the advice, advocacy and representation members receive is professional, appropriate, timely and efficient.

Key Responsibilities	Performance Expectations
Leadership	- Manages team members to build a positive team culture where individual and collective roles and responsibilities are clear - Manages work (both internal and external) within budget and required timeframes - Provides high quality leadership and support to the team through regular case/work review, coaching and mentoring - Ensures the ongoing professional development of team members - Ensures the smooth functioning of work and collaboration between team members and

	with other teams within NZNO - Ensures the Member Support Centre is well briefed on organising and campaigning activities and any other matters for which they will receive mass member enquiries - Leads change with a continuous improvement focus
Be a Technical Expert	- Maintains up-to-date knowledge of employment and medico-legal law, case law and precedent - Shares that knowledge within the team and the organisation as appropriate - Has and maintains an overview of all legislation and Government policy relevant to health and to the operations of NZNO Tōpūtanga Tapuhi Kaitiaki o Aotearoa. - Is able to write and present (as required) submissions to Parliament and other organisations on proposed legislative, regulatory matters relevant to employment and medico-legal law - Contributes to the union's operations through providing relevant analysis, advice and strategy - Is able to expertly represent members in all appropriate fora.
Continuous Improvement	- Ensures continuous improvement in all aspects of member support - Implements policies, systems, procedures and technology that enhances efficiency - Ensures standardised systems and process of work are used across the team - Oversees caseloads across the team ensuring members issues are dealt with promptly and efficiently
Relationship Management	- Develops and maintains effective relationships with key stakeholders - Uses appropriate interpersonal styles and communication methods to establish credibility and rapport which positively influences the views and actions of others - Is able to successfully manage difficult and complex interactions - Develops, maintains and uses a network of individuals and organisations to assist in achieving NZNO goals

Core Role Competencies

Competency	How this will be demonstrated
Interpersonal communication	- Relates well to people, verbally and in written form - Expresses themselves well kanohi ki te kanohi and in groups - Builds rapport well - Is recognised as an excellent communicator - Is culturally sensitive and skilfully supports cultural and other forms of diversity - Ably resolves conflicts and confronts or asserts with strength, tact and diplomacy
Legal skills	- Gives advice and identifies legal strategies that are pragmatic and align to, and benefit NZNO in the achievement of its goals and objectives - Actively strategises and determines appropriate solutions and case/problem management processes and tactics - Has a comprehensive history of practice in medico-legal and/or employment matters - May hold and maintain an NZLS practicing certificate
Organisational savvy	- Understands formal and informal power and influence within the organisation and successfully achieves positive, desired outcomes - Understands and supports organisational policies, procedures and systems, reconciling ambiguities and deficiencies. - Displays data curiosity and a change focus through ongoing continuous improvement
Awareness	- Displays awareness of economic, social and political issues particularly as they impact upon health workers - Exercises political acumen - Demonstrates commitment to the principles and objectives of the union movement - Has and maintains awareness of current trends, processes and outcomes in the fora that the members support channel represents members in

Core NZNO Competencies

Competency	How this will be demonstrated
Ethics, integrity and values	Supports NZNO vision and values, understands organisational structures when completing assigned tasks or projects, and plans and organises work in an efficient manner. Acts with professionalism, integrity, honesty and respect in their working role.
Cultural	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. Understands the importance of culture and ethnicity and how culture influences behaviour.
Member focus	Understands the importance of members and member voice, builds and supports others to build positive member relationships and always acts in a professional manner when dealing with members.
Communication and teamwork	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
Problem solving	Able to define problems, find causes, and help devise workable solutions.
Results orientation	Shows commitment to goals and delivers results, demonstrates personal initiative and motivation to achieve goals and objectives.

Key relationships

Reports to:	The Director of Operations & Member Support
Internal NZNO relationships:	Chief Executive and the Senior Leadership Team NZNO elected officials (Kaiwhakahaere and President) and spokespeople NZNO members and potential members Member and sector groups Other NZNO staff
External relationships:	Other unions External counsel Indemnity insurance provider Health worker registration and disciplinary bodies



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These values capture the intention of NZNO staff to model union and professional principals of working co-operatively towards shared goals

Teamwork

- ✓ We value diversity in our staff and recognise each other's strengths
- ✓ We ask for and provide support to each other including to meet work deadlines
- ✓ We identify, acknowledge and celebrate achievements
- ✓ All staff are equally important to the success of NZNO
- ✓ We take and create opportunities to contribute to timely and informed decision making.

Professionalism

- ✓ We reflect on the Treaty of Waitangi implications of our work
- ✓ We reflect on the gender implications of our work
- ✓ Communication is timely and constructive with solutions offered with concerns that are raised
- ✓ We take and create opportunities to develop skills and competencies for ourselves and others
- ✓ We treat others with courtesy
- ✓ We work to plans that enable us to achieve priority work within paid hours
- ✓ We come prepared to meetings and use the time constructively

Accountability

- ✓ We test our actions by asking "what would members think"
- ✓ We take and create opportunities to strengthen the participation of members within the organisation and on behalf of the organisation
- ✓ We use our resources, including others' time, wisely and efficiently
- ✓ We take responsibility for our actions and decisions

Safety

- ✓ We treat each other with respect, consideration, sensitivity and fairness
- ✓ We commit to making a safe environment
- ✓ All staff are supported to take regular leave
- ✓ Workloads and goals shall be achievable and measurable
- ✓ We share our experience within a learning environment