



Whakarongorau  
Aotearoa//  
New Zealand  
Telehealth  
Services//

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## Position Description // Registered Nurse HPV Helpline

Department	Population Health
Reporting to	Service Delivery Manager
No. of direct reports	Nil

### Position Purpose

With the introduction of HPV testing and implementation of a new Cervical Screening Register, the purpose of this role is to deliver compassionate, accurate and timely support services to those in Aotearoa who are eligible for cervical screening. Including but not limited to, the opportunity to ensure under-screened individuals, particularly Māori and Pacific populations, have access to screening as the new program develops. This programme is the start of our country's plan to eliminate cervical cancer.

The Registered Nurse HPV Helpline is responsible for facilitating excellent clinical outcomes for callers and providing support to the HPV Helpline non-clinical advisors by acting as a resource person (i.e. advice, coaching and review) as well as an escalation point for clinical complexity and risk for callers contacting our service through the HPV Helpline.

### Expected Outcomes

- Service Users receive accurate and appropriate advice
- Frontline non-clinical advisors receive appropriate support, review, coaching and advice
- Stakeholders such as General Practitioners, Practice Nurses, Colposcopists and other clinicians are dealt with professionally and without delay
- Comply with and work within the Nursing Council scope of practice and the parameters of Appendix one
- Support the Whakarongorau Aotearoa Cervical Screening Team with clinical matters pertaining to the newly released Cervical Screening Standards and HPV Guidelines
- Risks with the delivery of the HPV programme and Register are identified and reported appropriately.

### Key Tasks and Accountabilities

#### Clinical Advice

- Support the non-clinical Cervical Screening advisor team with clinical queries, this may also require taking clinically related calls that are escalated
- Comply with the relevant regulatory Nursing Code of Conduct and Practice and work within ethical, legislative and organisational frameworks, and in compliance with Whakarongorau Aotearoa's processes and practices

- Provide appropriate advice to Service Users and families/whanau, respecting the background and cultural needs of service users using the appropriate clinical guidelines to support clinical decisions
- Ensure the service users interests and wellbeing are paramount at all times and ensure that Service User confidentiality and privacy is respected
- Provide clinical support to the HPV Helpline non-clinical advisors and escalate issues as necessary

#### **Performance**

- Meet or exceed the key performance indicators and deliver the best clinical and customer service
- Develop personal clinical skills and display a willingness to learn from experience, participating in on-going professional development opportunities
- Maintain collaborative, professional links with colleagues, external healthcare professionals and other agencies

Duties of the Registered Nurse HPV Helpline role may change from time to time to meet operational or other requirements by mutual consultation and agreement

#### **Person Specification**

##### **Qualifications and Experience**

- New Zealand Registered Nurse with current practising certificate
- Minimum of 3 years' experience as a Practice Nurse and competent Clinical – Cervical sample-taker

##### **Skills and Competence**

- Provide effective, clinically appropriate and supportive clinical services to service users
- Able to support colleagues in a positive and effective way
- When required, feels confident in de-escalating and debriefing frontline teams and Service Users

# Appendix 1

## Living the Values

### Do the right thing

- People are empowered to make the right decisions and are back to do this
- For our leaders, this means how we lead, support and empower our teams to make the right decisions

### Motivated by quality

- We aim high every time and provide a quality, high level customer experience
- For our people, this means ensuring that they understand and are motivated to follow clinical processes to ensure great outcomes every time

### Passion for better

- Continually being the/our best and seeking to do better every time, with every interaction
- For our leaders, this means constantly seeking to do better with passion, and role modelling this for our team and others. It means continually looking at being the best and seeking to do better every time

### Pokohiwi ki Pokohiwi (Shoulder to Shoulder)

- We want to stand shoulder to shoulder with the people who use our services – and with their communities, and health and social provides – to connect them with care seamlessly when they need it
- As leaders, this means we are shoulder to shoulder together with our people, our teams, our colleagues and our clients, backing each other, helping even if we are struggling and finally, celebrating success together
- Leading our people so they guide our service users from their front door to the support they need, knowing that they can trust in us to ensure they get the services they need when they need them

## Cultural Integrity

- Live the Whangai approach and strategy
- Uphold integrity of Whakarongorau Aotearoa by carrying out responsibilities in compliance with the Te Tiriti o Waitangi / Treaty of Waitangi and by demonstrating commitment through its principles:
  - Partnership – respectfully work in partnership with team members
  - Participation – respectfully provide a safe space for, and acknowledgement to team members
  - Protection – foster and empower the values, customs and realities of Māori
- The above Treaty principles and way of working will also be extended to all the people we support

## Health and Safety

Ensure the health, safety and wellbeing/welfare of all staff, including those who Work from Home by complying with legal obligations including NZ standards and Whakarongorau Aotearoa policy and guidelines.

## Quality

Apply the principles of quality cycle improvement and continuous service improvement as outlined in the Quality Plan.