Job Description

Associate Clinical Nurse Manager
TrendCare and Bureau

Report To: Hospital Coordinator

Liaise with: Clinical Nurse Managers
Duty Managers
Bureau Staff
Integrated Operations Centre
Transit Lounge staff
Nurse Educators
Maori Health Services
Community Based Services
Nurse/Midwife Recruiter

This is a designated senior nurse position

The Bay of Plenty District Health Board:
The District Health Board’s fundamental purpose it to work within the resources allocated to it to improve, promote and protect the health of the whole population within its district, and to promote the independence of people with disabilities.

Vision: Healthy, thriving communities
Mission: Enabling communities to achieve good health and independence and ensure access to high quality services.
Values: C Compassion
A Attitude
R Responsiveness
E Excellence

Main Purpose

Under the umbrella of the Integrated Operations Centre takes a lead role in the coordination and utilisation of TrendCare that will ensure quality outcomes for the end users.

Coordinate the bureau/casual and transit lounge staff to provide an effective and efficient response to the variance between demand and capacity requirements using care capacity and demand management tools.

Principal Accountabilities

1. Coordination and Management of Care
   • Coordinates and monitors the provision of safe, effective nursing practice, provided by casual staff, which meets the needs of patients and their families
   • Encourages an environment which supports self accountability and responsibility for effective clinical decision making and patient outcomes
   • Monitors and reviews patient acuity, skill mix and workload trends using available data systems to inform an effective daily response to variance through the Integrated Operations Centre (IOC)
   • Establishes and maintains key partnerships and networks crucial to the success of the role within the organisation and externally
• Assists with recruitment and retention of staff to Bureau, maintaining an appropriate Nursing Resource Team (NRT) roster and skill mix to enable the delivery of safe care and service requirements
• Ensures effective coordination and use of all resources in line with approved budgets and meets reporting requirements
• Agrees the annual unit budget with the Hospital Coordinator and Decision Support Analyst
• Communicates effectively, and courteously role modelling effective conflict resolution to support a cohesive team
• Incorporates Treaty of Waitangi principles into care delivery to contribute to the improvement of Maori health status
• Manages ethical dilemmas in a supportive, collaborative manner
• Participates in the Duty Manager roster to maintain clinical skills

**Key Performance Indicators**
- Patient satisfaction with nursing care
- Nursing staff job satisfaction
- Treaty partners confirm appropriate consultation and liaison
- Feedback from CNMs ensures effective functioning
- Contributes to agreed NHPPD

2. **TrendCare Coordination**
- Provides relevant reports which support CNMs to ensure effective and efficient use of TrendCare data including TrendCare monthly summary
- Supports all users to understand TrendCare functions and data
- Identifies and plans training where gaps in knowledge are demonstrated
- Coordinates inter-relater reliability testing and actualisation audits for all acuity rating staff
- Coordinates the TrendCare user group

**Key Performance Indicators**
- TrendCare and related systems data accuracy ensured
- Trendcare and related systems data used to manage resource utilisation on a daily basis.
- Evidence of continuous quality improvement in regard to the systems and processes in the Bureau Unit and utilisation of the data systems that are available
- User group fully functional

3. **Professional Development**
- Undertakes annual performance reviews and completes appropriate development goals with staff with input from the relevant CNMs
- Liaises with the Nurse/Midwife Recruiter to ensure casual staff complete orientation and maintain relevant certification.
- Maintains own competence and demonstrates leadership through own professional development
- Committed to and supports demonstration of ongoing staff competency through the Professional Development and Recognition Programme (PDRP) in conjunction with the PDRP Coordinator

**Key Performance Indicators**
- Annual performance reviews completed and professional development is planned
- Evidence of own ongoing professional development
- Evidence of development and ongoing maintenance of senior nurse portfolio
4. **Management of the Environment**
   - Proactively maintains health and safety for clients, staff and others and ensures compliance with reporting
   - Promotes and ensures infection control standards are maintained
   - Actively manages and informs hospital coordinator of clinical risk and incidents and contributes to quality and risk planning and monitoring

   **Key Performance Indicators**
   - Follow up recommendations from incidents are implemented
   - All bureau staff have completed relevant Health and safety training

5. **Continuous Quality Improvement**
   - Leads and encourages continuous quality improvement activities
   - Maintains Bureau standards with relevant audits, ensure accurate data collection processes to meet reporting requirements
   - Maintains quality standards to meet certification requirements

   **Key Performance Indicators**
   - Evidence of quality improvements implemented and evaluated
   - Evidence of audits identified and completed
   - Quality improvements to meet certification standards actioned

This position description is not exhaustive and the incumbent may be requested to perform any reasonable task as requested by the line manager.

This position description will be reviewed from time to time in consultation with the incumbent.

The key performance indicators are a guide only and the relevant indicators should be agreed at annual performance appraisal.

**HEALTH PRACTITIONERS COMPETENCE ASSURANCE ACT 2003**
1. You are required to maintain your current competency based practicing certificate
2. You must notify your Manager of any changes to scope or conditions on practice (determined by Regulatory Authority)
3. You must complete the requirements of any competency programme
4. You must notify employer of concerns relating to the risk of harm to the public of another health practitioner practicing below the required standard of competence.
5. Know the provisions of the HPCAA as the governing legislation

**HEALTH AND SAFETY**
You are expected to meet the health and safety requirements set out in BOPDHB policies and protocols and any other requirements set out in the Health and Safety in Employment Act 1992.

**TREATY OF WAITANGI/CULTURAL COMPETENCIES**
BOPDHB is committed to the principles of the Treaty of Waitangi

The Bay of Plenty District Health Board is a smokefree environment.
The Person

Essential
- Registered Nurse with current practising certificate
- Relevant nursing post graduate certificate
- Broad clinical experience and organisational knowledge
- Achieved proficient level on the PDRP or equivalent
- High level of computer literacy including Excel
- Trendcare competent

Desirable
- Previous staff management experience

Personal Attributes
- Well developed problem solving and analytical skills
- Knowledge and understanding of research findings to support evidence based practice
- Well developed written and verbal communication skills
- Commitment to Treaty of Waitangi
- Committed to providing a culturally safe environment for clients and whanau
- Ability to prioritise and cope with high and varied workload
- Demonstrates a commitment to quality and improving processes
- Flexible, adaptable and embraces change
- Professional demeanor and high level of personal integrity.