

<b>Position holder (title)</b>	Registered Nurse <i>(as per the NZNO/DHBs Nursing &amp; Midwifery Multi Employer Collective Agreement)</i>
<b>Reports to (title)</b>	Clinical Nurse Manager; Neurology and General Medicine
<b>Department / Service</b>	Medical Directorate
<b>Purpose of the position</b>	<ul style="list-style-type: none"> <li>▪ The nurse works in partnership with patients and their families / whanau and collaborates with the multi-disciplinary team, to provide quality nursing care that is safe, cost effective and in accordance with professional, organisational standards, policy and procedure</li> <li>▪ To provide nursing care in line with the Nursing Council of New Zealand (2007) Competencies for the Registered Nurse Scope of Practice</li> <li>▪ To support the delivery of the Hawkes Bay Health Sector vision and organisational wide KPI's e.g. MOH targets, financial targets</li> <li>▪ To recognise and support the delivery of the Hawkes Bay Health Sector vision</li> </ul>

#### Working Relationships

Internal	External
<ul style="list-style-type: none"> <li>▪ Patients/Consumer/Tangata Whaiora</li> <li>▪ Service Management team (ie, Nurse Director, Clinical Director, Service Director)</li> <li>▪ Wider Organisational Nursing team (ie, Nurse Educators, Clinical Nurse Specialists, Nurse Practitioners, Registered and Enrolled Nurses)</li> <li>▪ Chief Nursing Officer</li> <li>▪ Allied Health Staff</li> <li>▪ Medical Staff</li> <li>▪ Other team members (ie, Care Associates, Nursing students)</li> <li>▪ Relevant advisory groups/committees</li> </ul>	<ul style="list-style-type: none"> <li>▪ Families/whanau and caregivers</li> <li>▪ General Practitioners</li> <li>▪ Practice Nurses</li> <li>▪ Primary health providers</li> <li>▪ Health agencies</li> <li>▪ Rural Health centres</li> </ul>

## Dimensions

<b>Expenditure &amp; budget / forecast for which accountable</b>	Nil
<b>Challenges &amp; Problem solving</b>	Dealing with the demands of an acute busy ward whilst balancing patient, whanau, organisational, professional and personal responsibilities. The position holder will maintain professional and courteous relationships with all external and internal stakeholders at all times.
<b>Number of staff reports</b>	
<b>Delegations &amp; Decision</b>	Registered Nurses practice are responsible for direction and delegation as outlined in the Nursing Council of New Zealand guidelines: <ul style="list-style-type: none"> <li>▪ Guideline: Responsibilities for direction and delegation of care to enrolled nurses (May 2011)</li> <li>▪ Guideline: Delegation of care by a registered nurse to a health care assistant (May 2011)</li> </ul>
<b>Other Indicators</b>	The individual will be an active participant in ward quality projects, audits, completion of organisational documentation (eg falls assessment), completion of patient acuity system (trendcare), and will remain certified in all other DHB competencies (eg IV delegation, manual handling, infection control and fire).

# Our shared values and behaviours



## 1 HE KAUANUANU RESPECT *Showing respect for each other, our staff, patients and consumers*

- |                   |   |  |
|-------------------|---|--|
| <b>Welcoming</b>  | <ul style="list-style-type: none"> <li>✓ Is polite, welcoming, friendly, smiles, introduce self</li> <li>✓ Acknowledges people, makes eye contact, smiles</li> </ul>    | <ul style="list-style-type: none"> <li>✗ Is closed, cold, makes people feel a nuisance</li> <li>✗ Ignore people, doesn't look up, rolls their eyes</li> </ul>                |
| <b>Respectful</b> | <ul style="list-style-type: none"> <li>✓ Values people as individuals; is culturally aware / safe</li> <li>✓ Respects and protects privacy and dignity</li> </ul>       | <ul style="list-style-type: none"> <li>✗ Lacks respect or discriminates against people</li> <li>✗ Lacks privacy, gossips, talks behind other people's backs</li> </ul>       |
| <b>Kind</b>       | <ul style="list-style-type: none"> <li>✓ Shows kindness, empathy and compassion for others</li> <li>✓ Enhances peoples mana</li> </ul>                                  | <ul style="list-style-type: none"> <li>✗ Is rude, aggressive, shouts, snaps, intimidates, bullies</li> <li>✗ Is abrupt, belittling, or creates stress and anxiety</li> </ul> |
| <b>Helpful</b>    | <ul style="list-style-type: none"> <li>✓ Attentive to people's needs, will go the extra mile</li> <li>✓ Reliable, keeps their promises; advocates for others</li> </ul> | <ul style="list-style-type: none"> <li>✗ Unhelpful, begrudging, lazy, 'not my job' attitude</li> <li>✗ Doesn't keep promises, unresponsive</li> </ul>                        |

## 1 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

- |                     |   |  |
|---------------------|---|--|
| <b>Positive</b>     | <ul style="list-style-type: none"> <li>✓ Has a positive attitude, optimistic, happy</li> <li>✓ Encourages and enables others; looks for solutions</li> </ul>            | <ul style="list-style-type: none"> <li>✗ Grumpy, moaning, moody, has a negative attitude</li> <li>✗ Complains but doesn't act to change things</li> </ul>                |
| <b>Learning</b>     | <ul style="list-style-type: none"> <li>✓ Always learning and developing themselves or others</li> <li>✓ Seeks out training and development; 'growth mindset'</li> </ul> | <ul style="list-style-type: none"> <li>✗ Not interested in learning or development; apathy</li> <li>✗ "Fixed mindset, 'that's just how I am', OK with just OK</li> </ul> |
| <b>Innovating</b>   | <ul style="list-style-type: none"> <li>✓ Always looking for better ways to do things</li> <li>✓ Is curious and courageous, embracing change</li> </ul>                  | <ul style="list-style-type: none"> <li>✗ Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done</li> </ul>          |
| <b>Appreciative</b> | <ul style="list-style-type: none"> <li>✓ Shares and celebrates success and achievements</li> <li>✓ Says 'thank you', recognises people's contributions</li> </ul>       | <ul style="list-style-type: none"> <li>✗ Nit picks, criticises, undermines or passes blame</li> <li>✗ Makes people feel undervalued or inadequate</li> </ul>             |

## 1 RARANGA TE TIRA PARTNERSHIP *Working together in partnership across the community*

- |                     |   |  |
|---------------------|---|--|
| <b>Listens</b>      | <ul style="list-style-type: none"> <li>✓ Listens to people, hears and values their views</li> <li>✓ Takes time to answer questions and to clarify</li> </ul>      | <ul style="list-style-type: none"> <li>✗ 'Tells', dictates to others and dismisses their views</li> <li>✗ Judgmental, assumes, ignores people's views</li> </ul> |
| <b>Communicates</b> | <ul style="list-style-type: none"> <li>✓ Explains clearly in ways people can understand</li> <li>✓ Shares information, is open, honest and transparent</li> </ul> | <ul style="list-style-type: none"> <li>✗ Uses language / jargon people don't understand</li> <li>✗ Leaves people in the dark</li> </ul>                          |
| <b>Involves</b>     | <ul style="list-style-type: none"> <li>✓ Involves colleagues, partners, patients and whanau</li> <li>✓ Trusts people; helps people play an active part</li> </ul> | <ul style="list-style-type: none"> <li>✗ Excludes people, withholds info, micromanages</li> <li>✗ Makes people feel excluded or isolated</li> </ul>              |
| <b>Connects</b>     | <ul style="list-style-type: none"> <li>✓ Pro-actively joins up services, teams, communities</li> <li>✓ Builds understanding and teamwork</li> </ul>               | <ul style="list-style-type: none"> <li>✗ Promotes or maintains silo-working</li> <li>✗ 'Us and them' attitude, shows favouritism</li> </ul>                      |

## 1 TAUWHIRO CARE *Delivering high quality care to patients and consumers*

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|---------------------|---|---|
| <b>Professional</b> | <ul style="list-style-type: none"> <li>✓ Calm, patient, reassuring, makes people feel safe</li> <li>✓ Has high standards, takes responsibility, is accountable</li> </ul> | <ul style="list-style-type: none"> <li>✗ Rushes, 'too busy', looks / sounds unprofessional</li> <li>✗ Unrealistic expectations, takes on too much</li> </ul>          |
| <b>Safe</b>         | <ul style="list-style-type: none"> <li>✓ Consistently follows agreed safe practice</li> <li>✓ Knows the safest care is supporting people to stay well</li> </ul>          | <ul style="list-style-type: none"> <li>✗ Inconsistent practice, slow to follow latest evidence</li> <li>✗ Not thinking about health of our whole community</li> </ul> |
| <b>Efficient</b>    | <ul style="list-style-type: none"> <li>✓ Makes best use of resources and time</li> <li>✓ Respects the value of other people's time, prompt</li> </ul>                     | <ul style="list-style-type: none"> <li>✗ Not interested in effective user of resources</li> <li>✗ Keeps people waiting unnecessarily, often late</li> </ul>           |
| <b>Speaks up</b>    | <ul style="list-style-type: none"> <li>✓ Seeks out, welcomes and give feedback to others</li> <li>✓ Speaks up whenever they have a concern</li> </ul>                     | <ul style="list-style-type: none"> <li>✗ Rejects feedback from others, give a 'telling off'</li> <li>✗ 'Walks past' safety concerns or poor behaviour</li> </ul>      |

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## Key Accountabilities

<b>PROFESSIONAL RESPONSIBILITY</b>	
Has knowledge and judgement in professional, legal, ethical responsibilities and cultural safety. Is accountable for own actions and decisions, while promoting an environment that maximises client safety, independence, quality of life and health.	
<p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Accepts individual responsibility and professional judgement for position requirements and decision making</li> <li>▪ Demonstrates responsibility, accountability and commitment in nursing practice and to the nursing profession</li> <li>▪ Applies the Treaty of Waitangi to nursing practice, assisting patients to gain appropriate support cultural needs and preferences</li> <li>▪ Demonstrates a clear understanding of direction and delegation when delegating work to others i.e. enrolled nurses, nursing students, care associates</li> <li>▪ Seeks guidance from senior RN's when required</li> <li>▪ Recognises and manages risks to provide care that best meets the needs and interests of patients</li> <li>▪ Demonstrates individual responsibility for professional development</li> </ul>	<p><b>How it will be measured (KPI):</b></p> <ul style="list-style-type: none"> <li>▪ Evaluated through feedback on: <ul style="list-style-type: none"> <li>▪ 100% legislative compliance</li> <li>▪ Working within ethical guidelines, Code of Health and Disability Service Consumers' Rights, HBDHB Professional Nursing Standards, Policies, Protocols and Guidelines</li> </ul> </li> <li>▪ Evidence of competence by: <ul style="list-style-type: none"> <li>▪ Self assessment against all Nursing Council RN competencies (illustrated through the Nursing Professional Development Recognition Programme [PDRP] at level 2)</li> <li>▪ Three yearly review against all Nursing Council RN competencies</li> </ul> </li> </ul>

<b>MANAGEMENT OF NURSING CARE</b>	
Is responsive to client needs in relation to assessment and managing care, supported by nursing knowledge and evidence based research.	
<p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrates competence and autonomy of practice in the clinical setting providing nursing care to patients with a range of needs</li> <li>▪ Utilises nursing knowledge and skills through reflective practice and professional judgement to provide competent care and advice</li> <li>▪ Completes timely systematic holistic assessments to determine actual and potential risk problems</li> <li>▪ Recognises recurring patterns related to monitoring and patient responses/conditions and is able to problem solve utilising assessment/monitoring data</li> <li>▪ Utilises assessment skills and nursing interventions to assess patient responses to treatments and adapt approaches to accommodate any changes</li> <li>▪ In partnership with the patient, family / whanau, develops an individualised plan of care to achieve the desired outcomes</li> <li>▪ Implements and coordinates the interventions to deliver the plan of care</li> <li>▪ Evaluates and records progress toward attainment of desired outcomes and revise the plan of care as necessary</li> <li>▪ Maintains clear, concise, timely accurate and current documentation within a legal and ethical framework</li> <li>▪ Actualises all patients in Trendcare (if applicable within ward / unit)</li> <li>▪ Takes action in situations that compromise the patients safety and wellbeing</li> <li>▪ Participates in health education, ensuring the patient understands relevant information related to their care</li> </ul>	<p><b>How it will be measured (KPI):</b></p> <ul style="list-style-type: none"> <li>▪ Evidenced through confirmed assessment on PDRP</li> <li>▪ Evaluated through evidence of competence by: <ul style="list-style-type: none"> <li>▪ Self assessment against all Nursing Council RN competencies (illustrated through the Nursing Professional Development Recognition Programme [PDRP] at level 2)</li> <li>▪ Three yearly review against all Nursing Council RN competencies</li> </ul> </li> <li>▪ Evaluated through documentation audits</li> <li>▪ Evaluated through patient/family feedback</li> <li>▪ Timely completion of trendcare data &amp; compliance with inter-rater reliability testing (in areas utilising this system)</li> </ul>

## INTERPERSONAL RELATIONSHIPS

Provides interpersonal and therapeutic communication with clients, other health professionals, including documentation.

### Tasks (how it is achieved):

- Demonstrates respect, empathy and interest in the patient
- Participates in building clinical capacity and capability of nurses to meet the patient/consumer/tangata whaiora needs in an efficient and effective manner
- Demonstrates competence in applying the principles of teaching and learning in association with patient/client care
- Contributes to the development of nursing knowledge within the work area
- Communicates effectively with patients and members of the health care team

### How it will be measured (KPI):

- Evaluated through evidence of competence by:
  - Self assessment against all Nursing Council RN competencies (illustrated through the Nursing Professional Development Recognition Programme [PDRP] at level 2)
  - Three yearly review against all Nursing Council RN competencies
- Contribution to work area teaching sessions

### Evaluated through:

- Feedback from patients/families
- Feedback from team members including students.

## INTERPROFESSIONAL HEALTH CARE and QUALITY IMPROVEMENT

Evaluates the effectiveness of care and promotes a nursing perspective within the inter-professional activities of the health care team.

### Tasks (how it is achieved):

- Providing guidance and support to all team members including nursing students
- Maintains and documents information necessary for continuity of care.
- Develops discharge plans in consultation with the patient and other team members
- Contributes to the coordination of patient care to maximise health outcomes
- Participates in quality systems, including standards of practice and service standards
- Demonstrates an understanding of quality improvement principles with translation into nursing practice

### How it will be measured (KPI):

- Evaluated through evidence of competence by:
  - Self assessment against all Nursing Council RN competencies (illustrated through the Nursing Professional Development Recognition Programme [PDRP] at level 2)
  - Three yearly review against all Nursing Council RN competencies
- Evaluated through feedback from team members including students
- Evaluated through:
  - Participation in the Quality Improvement processes
  - Timely completion of trendcare data & compliance with inter-rater reliability testing (in areas utilising this system)

## OCCUPATIONAL HEALTH & SAFETY

### Tasks (how it is achieved):

- Displays commitment through actively supporting all health and safety initiatives
- Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision
- Ensures own and others safety at all times
- Complies with policies, procedures and safe systems of work
- Reports all incidents/accidents, including near misses in a timely fashion
- Is involved in health and safety through participation and consultation

### How it will be measured (KPI):

- Evidence of participation in health and safety activities
- Demonstrates support of staff/colleagues to maintain safe systems of work
- Evidence of compliance with relevant health and safety policies, procedures and event reporting



PATIENT SAFETY	
<p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrates the use of patient safety mechanisms to identify near misses</li> <li>▪ Participation in multi-disciplinary meetings and systems</li> </ul>	<p><b>How it will be measured (KPI):</b></p> <ul style="list-style-type: none"> <li>▪ Evaluated through evidence of competence by: <ul style="list-style-type: none"> <li>▪ Self assessment against all Nursing Council RN competencies (illustrated through the Nursing Professional Development Recognition Programme [PDRP] at level 2)</li> <li>▪ Three yearly review against all Nursing Council RN competencies.</li> </ul> </li> <li>▪ Evaluated through: <ul style="list-style-type: none"> <li>▪ Timely utilisation and completion of patient safety tools e.g., Event Report, Medication Errors, Falls, EWS</li> <li>▪ Evaluated through documentation audits</li> <li>▪ Feedback from team members</li> </ul> </li> </ul>

### Key Competencies

CUSTOMER SERVICE	
<p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Open and responsive to customer needs</li> <li>▪ Demonstrate an understanding of continuous quality improvement</li> </ul>	<p><b>How it will be measured (KPI):</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers</li> <li>▪ Identifies customer needs and offers ideas for quality improvement</li> <li>▪ Effective management of customers/situations</li> </ul>

ENGAGING EFFECTIVELY WITH MĀORI	
<p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori</li> <li>▪ Is visible, welcoming and accessible to Māori consumers and their whānau</li> <li>▪ Actively engages in respectful relationships with Māori consumers and whānau and the Māori community</li> <li>▪ Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience</li> <li>▪ Actively facilitates the participation of whānau in the care and support of their whānau member</li> </ul>	<p><b>How it will be measured (KPI):</b></p> <ul style="list-style-type: none"> <li>▪ Accelerated health outcomes for Maori</li> <li>▪ Evidence of positive feedback from Māori consumers and whānau, and colleagues</li> <li>▪ Evidence of collaborative relationships with Māori whānau and community/organisations</li> <li>▪ Evidence of whānau participation in the care and support of their whānau member</li> </ul>

HEALTH AND SAFETY STATEMENT
<ul style="list-style-type: none"> <li>▪ Takes reasonable care of your own health and safety</li> <li>▪ Ensures that your actions or omissions, do not adversely affect the health and safety of other persons</li> <li>▪ Complies with reasonable instructions given by HBDHB</li> <li>▪ Co-operates with health and safety policies or procedures</li> </ul>

## Essential and Desirable Criteria: Qualifications / Skills / Experience

Essential	
<b>Engaging Effectively with Maori</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates the ability to engage effectively with Māori consumers (patients/families/whanau)</li> <li>▪ Demonstrates ability to apply the Treaty of Waitangi within the Service</li> </ul>
<b>Qualifications</b> (eg, tertiary, professional)	<ul style="list-style-type: none"> <li>▪ Registration with the Nursing Council of New Zealand as a Registered Nurse</li> </ul>
<b>Business / Technical Skills</b> (eg, computing, negotiating, leadership, project management)	<ul style="list-style-type: none"> <li>▪ Provides evidence to meet the Nursing Council of New Zealand (2007) Competencies for the Registered Nurse scope of practice and (2012) Code of Conduct for Nurses</li> </ul>
<b>Experience</b> (technical and behavioural)	<ul style="list-style-type: none"> <li>▪ A current practising certificate with the Nursing Council of New Zealand, with evidence of meeting continuing competence requirements</li> <li>▪ Level 2 portfolio as assessed via an approved Nursing Professional Development Recognition Programme (PDRP)</li> <li>▪ Demonstrated time management skills</li> <li>▪ Demonstrated ability to work within a team</li> <li>▪ Excellent communication skills</li> <li>▪ <b>Values &amp; Behaviours:</b> Shows commitment to, and demonstrates the behaviours of the health sector: <ul style="list-style-type: none"> <li>▪ <b>He kauanuanu</b></li> <li>▪ Showing respect for each other, our staff, patients and consumers – <b>this means I actively seek to understand what matters to you.</b></li> <li>▪ <b>Ākina</b></li> <li>▪ Continuously improving everything we do – <b>this means that I actively seek to improve my service.</b></li> <li>▪ <b>Rāranga te tira</b></li> <li>▪ Working together in partnership across the community – <b>this means I will work with you and your whanau on what matters to you.</b></li> <li>▪ <b>Tauwhiro</b></li> <li>▪ Delivering high quality care to patients and consumers – <b>this means I show empathy and treat you with care, compassion and dignity</b></li> </ul> </li> </ul>
Desirable	
	<ul style="list-style-type: none"> <li>▪ IV Certification</li> <li>▪ Relevant recent clinical experience</li> </ul>

## Recruitment Details

<b>Position Title</b>	Registered Nurse
<b>Hours of Work</b>	64 hours per fortnight, rostered rotating shifts Permanent
<b>Salary &amp; Employment Agreement Coverage</b>	In accordance with the DHB's / NZNO Nursing & Midwifery Multi Employer Collective Agreement (MECA) step 2 \$53,528 gross per annum according to qualifications and experience, pro rata for hours worked.
<b>Date</b>	May 2018