

POSITION DESCRIPTION

Unit Nurse Manager

Our Mission

Motivated by our Christian heritage, and in partnership with others, we work across the generations for positive change, strong families, and healthy communities

Our Vision

Presbyterian Support Otago works for a fair, just, and caring community.

Purpose of Position:

The Unit Nurse Manager will

- provide sound clinical leadership to nursing and caring staff
- promote practice standards and behaviour consistent with professional and legislative expectations
- demonstrate sound people management, organisational and planning skills.
- provide [as an RN] and supports others in providing comprehensive nursing assessment to develop, deliver and evaluate a plan of care that supports the lives and wellbeing of older people living in this residential service.

Unit Nurse Manager as a Registered Nurse is

- contractually responsible to the Facility Manager.
- legally accountable for your actions
- legally accountable to work within defined scope of practice, which includes the responsibility for the direction of Enrolled Nurses, and Care Workers,

The Unit Nurse Manager position forms part of the St Andrews management team, supports the Manager and will be required to deputise for the Manager / provide weekend cover.

Location:

St Andrews

Hours:

Full time position, 40 hours per week, Monday to Friday (some weekends and on call required).

Reports to:

Manager

Responsible for:

Registered Nurses, Enrolled Nurses, Care Workers

Key Qualification

NZ Registered Nurse with current practising certificate

Key Relationships:

Internal

- All Unit / facility staff
- Medical Practitioners
- Allied Health staff
- Quality Advisor
- Clinical Nurse Advisor
- Operations Support Manager

External

- Family / whanau
- Care Coordination Centre / NASC Assessors
- SDHB / Residential Care Providers
- Nurse Practitioner
- Training providers
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Core organisational competencies relevant to this position	
Relationship building and personal integrity	Relates readily and respectfully to others, builds effective relationships, understands their significance to the organisation, and demonstrates trustworthiness, honesty, and discretion.
Teamwork	Demonstrates commitment to teamwork, and our 'one team' philosophy, where individual teams work together but are also part of the collective team.
Communication	Practises relevant interpersonal and written communication so that others are informed, involved, respected and valued.
Leadership and strategic thinking	Provides strong, positive, proactive leadership with a long-term approach that is aligned with our mission and culture.
People management	Selects the right people, and manages them effectively so that they feel valued, make a positive contribution, and are committed to continuous improvement.
Service focus	Demonstrates commitment to being 'of service' to our people both inside and outside our organisation, supporting them and making a positive difference for them.
Confidence, resilience, and emotional intelligence	Reflects on own behaviour and its impact on others, and demonstrates confidence in own ability and ideas, while being prepared to overcome challenges positively.
Personal effectiveness	Manages personal ability to meet job outcomes effectively, is accountable, punctual, and maintains an appropriate level of personal presentation.
Learning and developing	Learns from experience and shares knowledge, suggests, or implements improvements appropriately and seeks opportunities for self-development and career enhancement.
Problem-solving and responding to change	Uses sound judgement and a systematic approach to problem-solving and responds well to change.
Technical/professional knowledge and skills (specific to each role)	Demonstrates the necessary expertise to carry out the position's technical responsibilities and deliver on key accountabilities both professionally and effectively.
Embracing diversity	Interacts and deals effectively with all people regardless of race, nationality, culture, disability, age, gender, orientation, or political views

Key accountabilities	Successfully demonstrated by
Leadership and people management	
Provides effective management and leadership in following areas:	
Role modeling / knowledge base	<ul style="list-style-type: none"> • Providing a role model for the vision, purpose philosophy and team values of PSO • Supporting the nursing & caring teams to achieve organisational, team and personal goals • Understanding the Aged Care service environment and implement relevant quality and service improvements as they arise.
Interpersonal / communication	<ul style="list-style-type: none"> • Demonstrating attention to detail and excellent problem-solving skills when addressing solutions to issues • Being well organized and effective in meeting commitments on time and ensuring all job outcomes are achieved to an acceptable standard. • Fronting, managing and resolving conflicts effectively • Making timely decisions and communicating those effectively • Ensuring effective process for disseminating information to staff in the unit e.g. reviewed policies, forms and process changes arising internally or because of CQI / Managers Day / Clinical Nurse Advisor input. • Communicating face-to-face on a regular basis with your team • Establishing networks and maintaining effective communication across all services in the facility • Evidence of healthy workplace culture supported by feedback in staff satisfaction survey results. • Leading and conducting staff and facility meetings and encouraging and ensuring contributions from others.
Budget / Resource / Planning	<ul style="list-style-type: none"> • Managing budgets and competing demands for resources effectively • Budget is adhered to with variances reported to Facility manager in a timely manner with supportive information provided. • Completes Annual business planning in conjunction with the Manager on time and identifies meaningful goals and objectives for the unit / service
Risk management	<ul style="list-style-type: none"> • Managing risk in all ways – clinical, /caring, non-clinical, equipment and operational. • Any potential, perceived or actual risk issues are addressed and escalated as needed in a timely and effective manner to the Manager • Ensures incident and accidents are investigated, followed up, actioned and communicated to the team as needed to ensure learning occurs.
Change management / achieving goals	<ul style="list-style-type: none"> • Planning and coordinating various projects and being able to meet deadlines

<p>Reporting</p> <p>Certification</p>	<ul style="list-style-type: none"> • Being a confident change catalyst in initiating, influencing, managing, and leading your service in a new direction • Demonstrates innovation and raises new clinical and caring opportunities to the Manager for improvement and change • Completes all Internal and external reporting requirements e.g. for DSOP, H & S, staff injuries on time and comprehensively • Working within your unit / facility in a planned and effective manner to ensure your Unit is always Certification ready against Health & disability Sector Standards and against SDHB contract.
<p>Support the implementation of a service model based on Valuing Lives, person-centered high-quality care and continuous improvement.</p>	<ul style="list-style-type: none"> • Role-modelling interaction and support for older persons in a manner consistent with the service philosophy/model • Supporting older persons to live their lives in a manner that reflects their choices • Promoting the acceptance of a culture of continuous review and improvement • Ensuring all activities reflect the goals that residents have identified based on what is important to them • Support the nursing / caring teams to ensure residents needs are consistently planned, prioritised and delivered in a timely manner.
<p>Undertake staff management</p>	<ul style="list-style-type: none"> • Recruiting and selecting the right people, aiming always for high performing and high-valued staff • Ensuring training of Preceptors, effective orientation, and other practices to support staff retention. • Actively and effectively coordinating and participating in orientation planning, delivery, and completion. • Ensuring a 3-month review is conducted for all new staff. • Organising or having oversight as needed if delegated or managed by another person, required staffing levels, rostering, staff replacement and staff organization • Coordinating a fair and equitable share of workload to primary nurses and care workers for allocated residents. • Planning and scheduling staff leave effectively if / as delegated to you. • Directing and delegating Enrolled Nurses, Care Workers, and others where applicable. • Demonstrating understanding and application of the principles of direction and delegation. • Ensuring nursing students are adequately supported and mentored. • Arranging cover for staff to allow them to attend to key tasks when appropriate

Manage staff performance	<ul style="list-style-type: none"> • Ongoing assessment & evaluation of ENs and Care Workers performance and skills around directed and delegated activities. • Following up on any identified performance issue for individual RNs. • Liaise with RNs on any identified performance issue for ENs, Care Workers and other staff. • Providing advice, mentoring and support to RNs, ENs and Care Workers in a timely and constructive manner. • Resolving staff performance issues promptly and/or where necessary working with the Manager to resolve these • Conducting formal annual appraisals for nursing / caring staff as delegated to do so. • Supporting RNs in effective and timely appraisal of other staff if delegated to them
Ensure appropriate staff training and development is undertaken	<ul style="list-style-type: none"> • Actively drives professional development for staff appropriate to the service. • Implementing annual staff training and individual staff learning development plans • Monitoring staff training to ensure staff achieve competencies, and attend required training and maintaining accurate training records • Recognising your staff members' abilities and potential, supporting them to put new learning into practice and supporting them on their career paths
Lead the team and encourage its development	<ul style="list-style-type: none"> • Demonstrating leadership that inspires a sense of team and a positive service environment • Fostering a team culture based on open communication, quality and best practice-based care and continuous improvement. • Inspiring and empowering your staff to meet and exceed expectations (within their professional boundaries), and encouraging leadership in them • Supporting and encouraging commitment to the 'one team' philosophy and values, and to our service philosophy • Recognising, valuing, celebrating, and rewarding individual and team efforts and successes

Relevant NCNZ Competencies
(Registered Nurse Scope of Practice)

Competency 1.3

Demonstrates accountability for directing, monitoring, and evaluating nursing care that is provided by nurse assistants, enrolled nurses, and others.

Competency 1.4

Promotes an environment that enables client safety, independence, quality of life, and health.

Competency 3.3

Communicates effectively with clients and members of the health care team.

Competency 4.2

Recognises and values the roles and skills of all members of the health care team in the delivery of care.

Key accountabilities	Successfully demonstrated by
Nursing	
Provide nursing (clinical) leadership to the staff of ... Unit, and contributes more widely within the Facility and Presbyterian Support Otago	<ul style="list-style-type: none"> • Operates and is recognized as the clinical practice leader for Unit/facility. • Contributing actively to the wider development of best practice based nursing and caring practices
Manage lifestyle support planning and ongoing clinical review to ensure care delivered is responsive to each resident's needs	<ul style="list-style-type: none"> • For you and all other relevant staff, ensuring comprehensive assessment of residents on admission, when health status changes, after an incident or accident and as part of any clinical review event. • Ensuring a collaborative development of a person-centred lifestyle support plan for residents ensuring input from resident, family/whanau, nursing/caring staff and other health providers • Ensuring self and others works within this plan. • For yourself and others, ensuring staff work and communicate effectively with Doctors to ensure residents' reviews are conducted at least 3-monthly • For yourself and other staff, ensure the management of 3/12 clinical reviews to maximise and ensure ongoing input from RNs, ENs, Nurse Practitioners, Allied health staff, Care workers, and resident /family/whanau. • Provide input, oversight, and ongoing auditing for Interrai Assessments
Ensure the provision of nursing care that is safe, effective, and timely.	<ul style="list-style-type: none"> • For yourself and other staff, ensuring the completion and documentation of comprehensive and appropriate assessment of residents, including risk assessments whenever needed. • For yourself and other staff, ensuring the documentation and communication of the plan of care for residents with any change to health status / after an incident or accident. • For yourself and other staff, ensuring the review and documentation of residents progress to facilitate consistent care. • For yourself and other staff, ensuring the administration of interventions, treatments, and medications within scope of practice and according to prescription, policy and guidelines. • For yourself and other staff, ensuring the demonstration and role modeling of best practice in all aspects of Infection Prevention and Control.

Manage documentation	<ul style="list-style-type: none"> • For yourself and other staff, ensuring the clear documentation of all stages of support (assessing, planning, implementation, and evaluation) • For yourself and other staff, ensuring the recording of best practice basis for care planning decisions including consequences and alternative options. • For yourself and other staff, ensuring that documentation shows that sufficient information is provided to residents and their family/whanau to enable informed consent. • For yourself and other staff, ensuring the development of lifestyle support plans that accurately reflect the level of care and progress of each resident • For yourself and other staff, ensuring the evaluation and updating of lifestyle support plans at least 3-monthly and as health status changes occur • For yourself and other staff, ensuring all information relating to each resident is recorded accurately against that resident • For yourself and other staff, ensuring documentation in the lifestyle notes is clear and accurate, signed including designation, and dated and timed. • For yourself and other staff, ensuring staff maintain privacy and confidentiality of information at all times • <u>Actively participates in InterRai Assessment process.</u>
Work with people in a culturally appropriate manner	<ul style="list-style-type: none"> • For yourself and other staff, ensuring the application of PSO policies and procedures for supporting people of all cultural backgrounds • For yourself and other staff, ensuring the support of PSO's obligations as a partner to the Treaty of Waitangi/Te Tiriti o Waitangi by working together with clients, iwi, hapu, whanau and health providers, by involving clients in decision making, planning, development and delivery of services, and by protection and improvement of clients' health status while safeguarding cultural concepts, values and practices.
Manage relationships and resident advocacy	<ul style="list-style-type: none"> • For yourself and other staff, ensure everyone is working in a collaborative and inclusive manner with residents, family, whanau/friends, GPs, primary and secondary care services, and needs assessment agencies • For yourself and other staff, ensure everyone is promoting and practicing advocacy at all times • For yourself and other relevant staff, ensuring everyone has appropriate and current awareness of legislation and the roles of external agencies e.g. Privacy Act (1993), Health and Disability Commissioner's Act (1994) relevant to care of older people. • For yourself and other staff, ensuring constructive and open communication between management, doctors, physiotherapist, occupational therapist, dietician, pharmacist, podiatrist, chaplain, kitchen staff, household and administration. • For yourself and other relevant staff, ensure that conflict is dealt with confidentially and discreetly.

Relevant NCNZ Competencies

(Registered Nurse Scope of Practice)
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(Registered Nurse Scope of Practice)

Competency 1.1

Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional, ethical, and relevant legislative requirements.

Competency 1.2

Demonstrates the ability to apply the principles of the Treaty of Waitangi to nursing practice

Competency 1.4

Promotes an environment that enables client safety, independence, quality of life, and health.

Competency 1.5

Practices nursing in a manner which the client determines as being culturally safe.

Competency 2.1

Provides planned nursing care to achieve identified outcomes.

Competency 2.2

Undertakes a comprehensive and accurate nursing assessment of clients in a variety of settings.

Competency 2.3

Ensures documentation is accurate and maintains confidentiality of information.

Competency 2.4

Ensures the client has adequate explanation of the effects, consequences, and alternatives of proposed treatment options.

Competency 2.5

Acts appropriately to protect oneself and others when faced with unexpected client responses, confrontation, personal threat, or other crisis situations.

Competency 2.6

Evaluates client's progress toward expected outcomes in partnership with clients.

Competency 2.7

Provides health education appropriate to the needs of the client within a nursing framework

Competency 2.8

Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care.

Competency 3.1

Establishes, maintains, and concludes therapeutic interpersonal relationships with clients.

Competency 3.2

Practices nursing in a negotiated partnership with the client where and when possible.

Competency 4.1

Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care.

Key accountabilities	Successfully demonstrated by
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Health and safety	
<p>As directed by your Manager, ensure compliance with all legislative, contractual, standards and internal policy requirements relating to health and safety</p> <p>Follow through appropriately on all health & safety related incident and accident reports, and hazard notifications</p> <p>Prepare relevant reports</p> <p>Effective interaction with Health and Safety representative.</p> <p>Action any maintenance requirements</p> <p>All equipment related to direct care activities is safely used or introduced.</p> <p>.</p>	<p>For yourself and all other staff working in the Unit/Facility, ensure that everyone is:</p> <ul style="list-style-type: none"> • Working in a way that eliminates or reduces the risk of injury to yourself and others • Promoting safety in the workplace, and providing assistance, direction and support when needed. • Reporting and documenting accurately and promptly all incidents and accidents according to the incident/accidents reporting policy, and ensuring that staff do so • Promptly reporting new hazards or changes to existing hazards to the person in charge and discuss as needed with the H&S Representative. • Attending compulsory in-service training (fire safety, back care, moving and handling, and cardiopulmonary resuscitation) and being aware of emergency preparedness requirements • Ensuring all equipment used in direct resident care is correctly and safely used, maintained, and stored. • Ensuring new equipment for use in direct care activities is safely introduced with appropriate education and familiarisation with its use. • Ensuring chemicals are used and stored correctly • Ensuring all residents have a plan of care relating to moving and handling developed in conjunction with a physiotherapist where appropriate • Ensuring current Moving and handling / transfer plan is in resident file, always displayed in resident room and adhered to by self and other staff. • Address concerns with moving and handling techniques, recommending, and demonstrating correct techniques for individual staff/residents and referring to the physiotherapist when needed and using equipment as per care plans and instructions • Carrying out security procedures as required for the unit / facility. • Otherwise fulfilling all obligations related to each position as outlined in relevant policies. <p>You will</p> <ul style="list-style-type: none"> • Ensure that all health & safety related accidents and incidents are thoroughly investigated and actioned as needed. • Work with the Manager & H&S representative to ensure annual review of the Hazard register. • Promptly work with the H & S representative in managing new hazards or changes to existing hazards in the workplace

Relevant NCNZ Competencies
(Registered Nurse Scope of Practice)

Competency 1.1

Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional, ethical, and relevant legislative requirements.

Competency 2.5

Acts appropriately to protect oneself and others when faced with unexpected client responses, confrontation, personal threat, or other crisis situations.

Key accountabilities	Successfully demonstrated by
Professional development	
Proactively identify and involve yourself in training and career development opportunities for all staff, and ensure your own continuous professional development	<ul style="list-style-type: none"> • Attending identified core compulsory training requirements • For yourself and other Registered and Enrolled Nurses, support the maintenance of sufficient hours of ongoing professional development to meet NZ Nursing Council requirements for competency-based audit. • Participating fully in your annual performance appraisal. • Identifying your professional development goals [ongoing and at annual performance appraisal] • Arranging own attendance at ongoing professional development and education to meet identified goals. • For yourself and other staff, attending other in service education within this or other PSO facilities to meet requirements of Health Sector Standards for certification and ensure safe and knowledgeable practice • As directed by the Manager, contribute to the support of unregulated staff in gaining nationally recognized Qualifications. • Attending Senior Nurse Forum and contributing actively. • Seeking out and utilizing experience and knowledge base of other senior and multi-disciplinary team members as well as Services for Older People Management team to support your learning and development and that of other staff. • Regularly reflecting on personal and professional effectiveness in the role and identifying ways to improve individual performance

Relevant NCNZ Competencies
(Registered Nurse Scope of Practice)

Competency 2.8

Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care.

Competency 2.9

Maintains professional development.

Key accountabilities	Successfully demonstrated by
Quality	
Continuously improve the quality of services provided.	<ul style="list-style-type: none"> • Displaying knowledge and compliance with Presbyterian Support policies and procedures. • Ensuring all staff understand and comply with PSO policies and procedures, and raise concerns with staff members when required • For yourself and other staff, ensuring the active participation in quality improvement forums, both within the Unit/Facility and more widely across PSO's SOP. • For yourself and other staff, ensuring and promoting participation in quality activities, e.g. audits, introduction of new products, forms or processes, and quality improvement projects • Ensuring that results relevant to your Unit/Facility in the Quarterly Quality and Infection Prevention and Control Reports including Internal benchmarking sections are noted, trends identified, and appropriate action plans developed to address concerns. • Ensuring that Quality, Internal benchmarking and IPC results, analysis, and actions relevant to your Unit/Facility are discussed and minuted at an appropriate unit /facility meeting and communicated more widely across the facility as needed. • Ensuring that the Incident and Accident reporting process is timely and comprehensive and improves outcomes and care by thorough investigation and identification and implementation of appropriate recommendations. • Ensuring Incident /Accident monthly data collation and reporting is accurate and includes appropriate commentary on improvement activities. • Liaising as needed with IPC Nurse to ensure IPC Surveillance is accurate and timely. • Promptly responding to requests from Clinical Nurse Advisor and Quality Advisor for supporting information around Incident, Accident, and Infection reporting. • Ensuring the provision of a safe, secure, and responsive home-like environment for residents • As directed by the Manager, contribute to the development and implementation of action plans to address results of Resident and relative Surveys. • Participating in PSO wide quality related groups such as Continuous Quality Improvement work streams and other working groups as they arise.

Relevant NCNZ Competency
(Registered Nurse Scope of Practice)

Competency 4.3

Participates in quality improvement activities to monitor and improve standards of nursing

Section 3 Ideal Person Specification & Authorities of the Role

<p>Qualifications & Experience</p> <ul style="list-style-type: none">• Registered Nurse• Holds a current practising certificate• Minimum five years post registration experience, preferably in Older Persons Service.• Experience in deputising as person in charge and/or providing clinical leadership.• Preferably, holds a relevant tertiary qualification and committed to ongoing post grad study.	<p>Specific Skills</p> <ul style="list-style-type: none">• Excellent and proven leadership and people management skills.• Commitment to the Enliven philosophy, best nursing practice and high-quality care.• Well-developed and proven interpersonal skills including relationship and advocacy skills• Excellent and proven organisational and planning skills.• Adaptability, innovative, sensitive• ability to manage complex and competing priorities effectively.• A passion for working with older people and a commitment to the total well-being of the older people involved in our services• Skills and experience in computer systems to maximise the use of technology for improved service provision.• Can work independently and as part of a team• Displays a conscientious and industrious work ethic• Have the vision and ability to accommodate and drive change.	
<p>Authorities</p>		
<p>Expenditure</p> <ul style="list-style-type: none">• Approves routine expenditure within approved budgetary limits.	<p>Delegated Authority</p> <ul style="list-style-type: none">• Has delegated authority to appoint staff of any level below their own (in consultation with the Facility Manager).	<p>Contractual</p> <ul style="list-style-type: none">• Non-Applicable:

This position description may be reviewed and altered at any time by mutual agreement, and neither party will unreasonably withhold their agreement.

Signed: Employee Dated:

Signed:Employer Dated: