



Role Description

Position:	Mental Health Acute Care Support (MHACS) Specialty Education Nurse
Hours of Work:	3 days a week between Monday to Friday hours TBC with successful candidate Hours of work to be reviewed during the initial 12 month period to ensure they support optimal service provision
Responsible to:	Team Leader, Te Haika Operations Centre
Location (s):	Mainly based in Wellington / Hutt Hospital Emergency Department (although office space may be in another area in base hospital)
Service / Directorate:	Emergency Department (ED)/Mental Health, Addictions and Intellectual Disability Service (MHAIDS)

The Vision, Mission Statements and Values of each of the three DHBs are highly congruent.

Our Mission:

- **Wairarapa DHB:** *To improve, promote, and protect the health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices.*
- **Hutt Valley DHB:** *'Can do' – leading, innovating and acting courageously; Working together with passion, energy and commitment; Trust through openness, honesty respect and integrity; Striving for excellence.*
- **Capital & Coast DHB:** *Together, Improve the Health and Independence of the People of the District.*

Our Vision

- **Wairarapa DHB:** *"Well Wairarapa - Better health for all"*
- **Hutt Valley DHB:** *Whanau Ora ki te Awakairangi. Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.*
- **Capital & Coast DHB:** *Better Health and Independence for People, Families and Communities.*

Our Values:

- **Wairarapa DHB:** *Respect – whakamana tangata; integrity – mana tu; self-determination – rangatiratanga; co-operation – whakawhanaungatanga; and excellence – taumatatanga.*
- **Hutt Valley DHB:** *'Can do' – leading, innovating and acting courageously; Working together with passion, energy and commitment; Trust through openness, honesty respect and integrity; Striving for excellence.*
- **Capital & Coast DHB:** *Manaakitanga - Respect, caring, kindness. Kotahitanga – Connection, unity, equity. Rangatiratanga - Autonomy, integrity, excellence.*

Context

Wairarapa DHB

Wairarapa District Health Board (DHB) is located 1.5 hours north of Wellington and Hutt Valley. It covers a large mainly rural geographic area from Cape Palliser on the south coast, to Mount Bruce in the north. Secondary hospital services are provided from the new 90 bed Wairarapa Hospital in Masterton, serving a population of around 40,000. Wairarapa DHB has a unique relationship with primary and community services to meet the needs of their population.

Hutt Valley DHB

The Hutt Valley District Health Board (DHB) is a hospital and health provider in the Hutt Valley, located 20 minutes from Wellington. Hutt Valley DHB provides secondary and tertiary, medical and surgical hospital services along-side community based health care. The main facility is Hutt Hospital in Lower Hutt, which has 260 beds. Hutt Valley DHB funds local health providers and works collaboratively with the community to create and support multiple health education initiatives and projects within the region.

Capital and Coast DHB

The Capital and Coast District Health Board (CCDHB) covers a region extending from Wellington to Otaki. It comprises delivery arms in primary, secondary and tertiary health. Hospital and Health Services (HHS) is primarily responsible for the hospital and health services delivered via a new Wellington Regional Hospital; a secondary and community facility at Kenepuru; a Forensic, Rehabilitation and Intellectual Disability Hospital at Ratonga Rua-o- Porirua; and Kapiti Community Hospital.

Collectively, joint services provided across the three DHBs are referred to as 3DHB in this role description.

Service Perspective

The hospital and health services of the DHBs provide a range of services, one such group of services includes Mental Health, Addictions and Intellectual Disability (MHAID) Service. The Service has over 1400 employees and annual revenue of \$135m.

MHAIDS spans three DHBs - Wairarapa, Hutt Valley and Capital and Coast DHB's and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the 3DHB sub-region – greater Wellington, Hutt Valley and Wairarapa. Te Korowai Whariki services include regional forensic and rehabilitation services covering the Central region while the intellectual disability services extend the length and breadth of the country from six bases located in Whangarei, Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

The core business of the Service is the provision of quality specialist services, integrated with primary and secondary providers in the communities we serve.

The Service is committed to the underlying principles of:

- The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga.
- Te Tahuhu and the Mental Health Blueprint for Mental Health Services in New Zealand to guide and direct service design, delivery, development, and review.
- Intellectual Disability High and Complex Framework
- Te Tiriti o Waitangi as the founding document of Aotearoa/New Zealand.

The Service has access to business support services including Human Resources and Finance. In addition, management and delivery of clinical services across the Service is underpinned by consultation, advice, and support from a range of cultural, consumer, and family advisors, and business, quality and organisational development personnel.

Purpose of the role

In 2020, the New Zealand Ministry of Health provided national funding to DHB's in recognition of the psychosocial challenges that the COVID-19 pandemic presented to both the hospital system and general population. This funding allowed for the establishment of new Mental Health and Addiction Crisis Support (MHACS) FTEs with the primary goal of increasing ED staff confidence and knowledge in supporting people who are experiencing mental health crises.

These new roles are based in the Hutt Valley or Wellington Hospital Emergency Department and the main purpose will be to ensure people presenting with a mental health crisis are provided high quality, equitable, and whānau centered care. To support the triage/navigation function of this role, it will report to the Team Leader, Te Haika.

The main priority for this role includes provision of education and training to increase ED staff skills, confidence and capability when working with people who are presenting with mental health problems/in crisis. Education and training will be provided to other staff across the acute care continuum, alongside nurse educators in ED. Mental health and addiction specific resources for staff and people presenting in crisis and their whānau will also be further developed and implemented.

Staff performing this role are not expected to carry a clinical caseload. However it is expected that this role will work alongside the other existing mental health staff in both EDs who currently perform this function, and provide assistance/direct clinical care in times of high demand.

The role is new and in place for three years. The position description will be reviewed and updated following an evaluation of progress against the project goals. Project team and relevant stakeholders will be engaged to complete the evaluation at six month and 12 months points post the role being established.

Role Perspective

Key priorities of the role:

- Mentoring ED and other key staff to develop skills and confidence in mental health and addictions triage, assessment and processes; to effectively link with other services to support optimal outcomes for whānau.
- Develop strong networks across MHAIDS, the Emergency Department and wider hospital services including allied health, Security Orderlies and Health Care Assistants, with the goal of becoming an integral part of ED.
- Being a role model to all staff, reflecting high quality, equitable and compassionate service provision.
- Work effectively with other mental health services to ensure assessment, treatment and discharge/transfer to acute care continuum services is timely and effective.

High acuity cases should be escalated as soon as possible to the Crisis Resolution Service for further assessment/treatment.

- To support existing MHAIDS ED staff at times of demand, provide clinical care which incorporates brief, rapid mental health triage, prioritising assessment of mental state and risk and to determine care planning/linkages to other services in the acute care continuum.
- Provide formal training to ED, and in future NGO and primary mental health care partners on the recognition and management of people who present with mental health problems/in crisis. This will include taking into account the family/carer/whānau perspective.
- Develop and maintain a formal annual training and education calendar, alongside mental health information and education resources for staff, service users and family/whanau. Training will also align with the 'Let's Get Real' Te Pou skill packages for mental health staff and added to ConnectMe for so staff can have training professionally recognised.
- Develop and implement mental health and addictions clinically specific pathways and protocols alongside the MHAIDS Quality and Risk team to support effective, responsive and compassionate provision of support/treatment to people presenting in crisis/acute distress and their whānau.

The ideal person for this role will be an expert nurse in mental health and addictions. They will be experienced in supporting and developing the clinical, cultural and professional skills of both clinical and non-clinical health workers. The role will be ideally suited to a nurse who has an interest in the interface between physical and mental health and a particular interest in emergency care.

Team Perspective

The MHAIDS Operations Centre (OC)

The OC uses information, predictive analytics and innovative problem-solving to better manage safety, experience, and the movement of people who are being treated by MHAIDS from service entry to exit.

Services in the MHAIDS Operations Centre include:

- MHAIDS Needs Assessment and Service Coordination (MHNASC)
- Te Haika (including ED nursing roles)
- MHAIDS Casual Pool (covering casual pool staffing clinical and administration)
- After Hours Medical Rostering and overall MHAIDS medical staffing administration
- MHAIDS Duty Managers (responsible for arranging acute resources including crisis respite and mental health inpatient unit admissions)
- TrendCare and Care Capacity Demand Management (MHAIDS specific)

Te Haika is the referral and access management service and contact centre for the Mental Health, Addictions and Intellectual Disability Directorate. It is currently based at Capital & Coast District Health Board (CCDHB). Calls are received from a variety of sources including (but not limited to) NZ Police, self-referrals and GP's.

Te Haika has a critical role in screening and prioritising general queries and referrals to mental health and addiction services which includes triaging for urgency and risk. This also

includes assisting the general public to navigate mental health services, with a whānau and person-centred recovery focus.

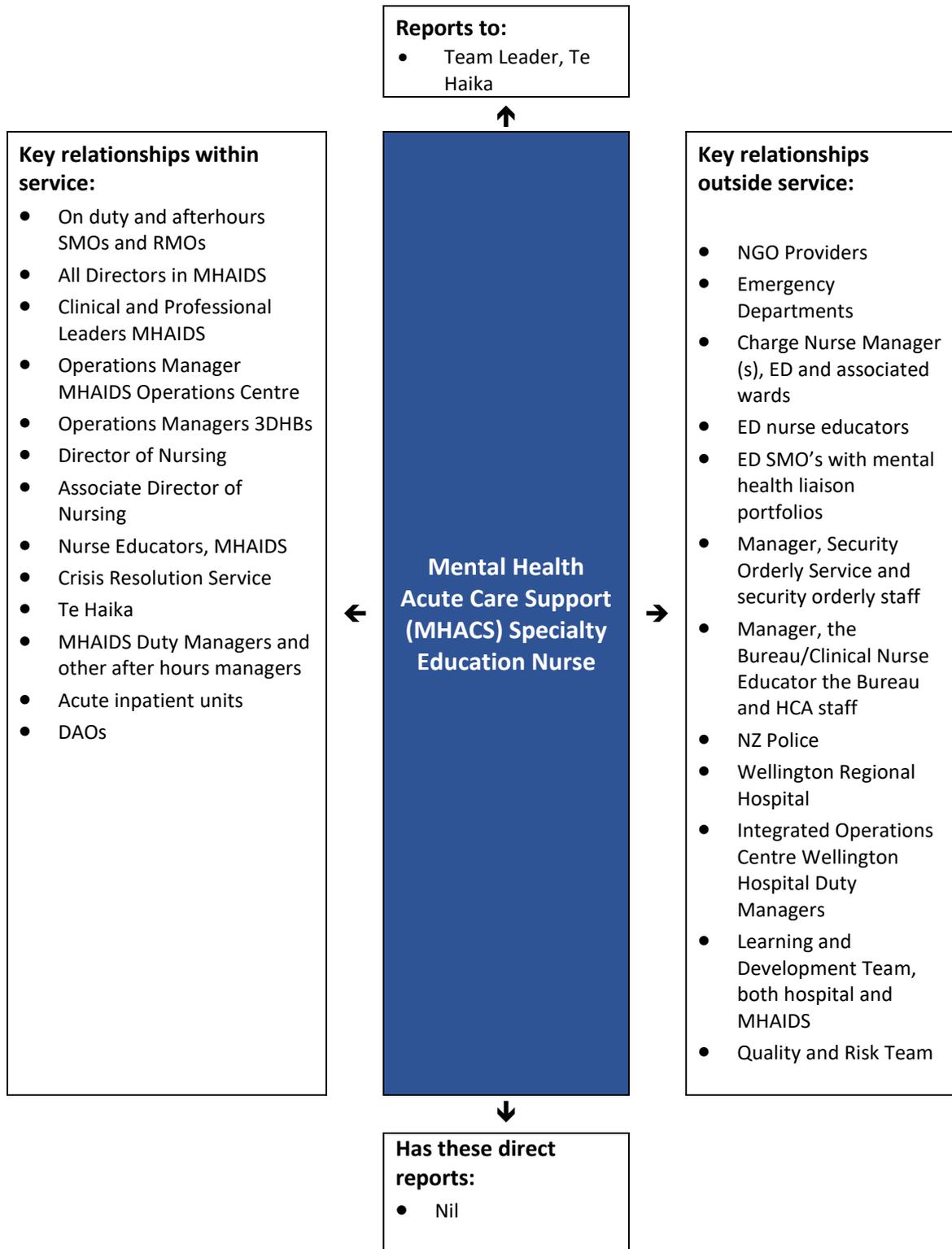
Key Accountabilities

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators / Measures</i>
Leadership	<ul style="list-style-type: none"> • Lead by example to champion and drive MHAIDS Operational Centre (OC) development initiatives • Be a visible leader in ED related to the management of people presenting in crisis/mental health and addictions issues • Build relationships with people, networking with services and able to work easily across ED and MHAIDS • Provide information, support, feedback and development to enable cross functional performance • Encourage and support decision making at point of impact 	<ul style="list-style-type: none"> • Acts as a good corporate citizen within the 3DHBs; championing and leading workplace change and culture initiatives as appropriate. • Has positive and regular interaction with the operational area staff, ensuring provision of useful information and fostering an inclusive culture. • Clinical and other risks are identified and managed accordingly. Supporting the OC Manager to ensure all staff of the OC understand the vision, direction and objectives of MHAIDS 3DHB • Timely advice and reports are provided to the Manager as required • The Vision and Values of the DHBs are effectively modelled to operations staff and others at all times. Positively work within those values.
Clinical Service Delivery	<ul style="list-style-type: none"> • To provide a brief, rapid mental health triage, prioritising an assessment of mental state, risk and urgency to determine care planning and linkages to other services in the acute care continuum • Work with other mental health services to ensure assessment, treatment and discharge/transfer/ placement with acute care continuum services is timely and effective. • Will also ensure handover is completed to the relevant mental health team and NGO partners if the person is an existing MHAIDS service user 	<ul style="list-style-type: none"> • Completes assessments and triages clients presenting in crisis at the Emergency Department if clinically required • Liaises with other services • Role models safe, compassionate and respectful care • Mentors ED, NGO and primary care staff to ensure people presenting in crisis received high quality and client centred care • Develops policies/protocols to support delivery of safe, compassionate and respectful

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
	<ul style="list-style-type: none"> • Work alongside existing triage services, including Te Haika, NGO partners and the Crisis Resolution Service, and escalate high acuity cases and Mental Health Act queries directly to the Crisis Resolution Service 	<p>care</p> <ul style="list-style-type: none"> • Develops and implements an annual education and training calendar to support increasing ED, NGO and primary care staff capability when working with people presenting in crisis/with mental health issues
<p>Education and Training, including own Career Development & Continuing Education</p>	<ul style="list-style-type: none"> • Provides education and training to ED, NGO and primary care service staff. • Develops and delivers a formal 12 month training and education programme • Maintains a high level of professional practice 	<ul style="list-style-type: none"> • Take responsibility to develop professional career as agreed in discussion with the Team Leader for Te Haika. • Participate in other in-service training activities. • Participate with colleagues in DHB-wide business and professional development activities.
<p>Administration & Planning</p>	<ul style="list-style-type: none"> • Works to MHAIDS and 3DHB standards and complies with policies 	<ul style="list-style-type: none"> • Provide expert input to complex case conferences and to service education sessions. • Complete all appropriate documentation as specified by appropriate protocols and MHAIDS Client Pathway Te Ara Oranga. • Referrers including general practitioners and other health workers are kept appropriately informed about a person's treatment.
<p>Cultural Awareness and Diversity</p>	<ul style="list-style-type: none"> • Apply the principles of cultural safety in own practice. 	<ul style="list-style-type: none"> • Assist people to feel safe culturally and support them in the pursuit of cultural affirmation and cultural self determination • Work in line with the principles of the Treaty of Waitangi – Partnership, Protection, Participation.
<p>Communication</p>	<ul style="list-style-type: none"> • Ensure that all communication respects the boundaries of ethics, confidentiality and sensitivity. • Adopt a positive, professional and respectful attitude with a focus on team work. • Displays a courteous and friendly demeanor at all times when dealing with internal and external contacts 	<ul style="list-style-type: none"> • Communicate clearly, respectfully and simply, ensuring audience understands intent of communication. • Use style of communication that takes account of different cultural communication styles and

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators / Measures</i>
		language.
Continuous Quality Improvement	<ul style="list-style-type: none"> Actively contribute to Continuous Quality Improvement activities within the service. 	<ul style="list-style-type: none"> Identifies improvement opportunities and notifies the relevant service manager of these. Participates in the service's quality improvement activities. Provides good patient/client service and is responsive to patient/client requests or complaints. Complies with standards and works to improve patient/client satisfaction.
Risk Minimisation	<ul style="list-style-type: none"> Actively contributes to risk minimisation activities within the service. 	<ul style="list-style-type: none"> Identifies risks and notifies the relevant service manager of these. Participates in the service's risk minimisation activities. Complies with C&C DHB Reportable Events policy and other policies and procedures. Participates in audits.
Occupational Health and Safety	<ul style="list-style-type: none"> Complies with responsibilities under the Health & Safety in Employment Act 1992 	<ul style="list-style-type: none"> Has read and understood the Health & Safety policy and procedures. Actively supports and complies with Health & Safety policy and procedures, including COVID-19 protocols. Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.
Other Tasks	<ul style="list-style-type: none"> Undertake any other projects or tasks as required within reasonable scope of the position description. 	<ul style="list-style-type: none"> Projects are undertaken and completed to a high standard as assigned.

Key Relationships & Authorities



Capability Profile

Competencies

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Customer focus	<i>Demonstrates commitment to understanding and providing what customers want.</i> <ul style="list-style-type: none">• Is dedicated to meeting the expectations and requirements of internal and external customers• Gets first-hand customer information and uses it for improvements in products and services• Acts with customers in mind• Establishes and maintains effective relationships with customers and gains their trust and respect
Teamwork	<ul style="list-style-type: none">• Develops constructive working relationships with other team members.• Has a friendly manner and a positive sense of humour.• Works cooperatively - willingly sharing knowledge and expertise with colleagues.• Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments.• Supports in word and action decisions that have been made by the team.• Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.
Quality and Innovation	<ul style="list-style-type: none">• Provides quality service to those who rely on one's work.• Looks for ways to improve work processes - suggests new ideas and approaches.• Explores and trials ideas and suggestions for improvement made by others.• Shows commitment to continuous learning and performance development.
Cultural Skills	<ul style="list-style-type: none">• Words and actions show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua.• Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living.• Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work.• Accesses resources to make sure culturally appropriate and language appropriate services are provided.• Draws on a client's own cultural resources and support frameworks.
Communication	<ul style="list-style-type: none">• Practices active and attentive listening.• Explains information and gives instructions in clear and simple terms.• Willingly answers questions and concerns raised by others.• Keen to reflect on own practice; discuss errors or oversights so can continuously improve• Is confident and appropriately assertive in dealing with others.• Deals effectively with conflict.

Essential Experience and Capability

a. Knowledge and Experience:

- Knowledge of New Zealand Health Legislation
- Understanding of customer service, quality and service improvement
- Demonstrated competency in computer skills using a range of Microsoft packages including Word, Excel, and Power Point

b. Essential Professional Qualifications / Accreditations / Registrations:

- Bachelor of Nursing or higher level equivalent (e.g. Post Grad Diploma in specialist area; Masters of Nursing)
- Registered with New Zealand Nursing Council
- At minimum Expert on Nursing PDRP (or working towards?)

c. Valuing the work

Someone well-suited to the role will place a high value on the following:

- Flexible and 'can-do' attitude
- Recovery model of care
- Culture and diversity
- Networking - interpersonal relationships and building trust
- Education and training
- Working autonomously , but also a team player
- Problem solving inclusively and able to take lead when needed
- Quality improvement – continuously striving towards optimal mental health care in ED

d. Other

- Have clean and current New Zealand full driver's license.
- Able to consent to a Police Vetting Check under Vulnerable Children's Act 2014.
- Prepared to work across the 3 DHBs at short notice.

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

Ma tini, ma mano, ka rapa te whai
By joining together we will succeed

Wairarapa, Hutt Valley and Capital and Coast District Health Boards are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

The DHBs are committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices

Date effective: November 2021

Appendix 1: Nursing Council NZ Competencies

Key Accountabilities

The Registered Nurse will be expected to perform at competent, proficient or expert level as appropriate.

Domain One:

This domain contains competencies that relate to professional, legal and ethical responsibilities and cultural safety. These include being able to demonstrate knowledge and judgement and being accountable for own actions and decisions, while promoting an environment that maximises patients' safety, independence, quality of life and health.

NCNZ Competency	PDRP Competent level Deliverables / Outcomes	PDRP Proficient level Deliverables / Outcomes	PDRP Expert level Deliverables / Outcomes
1.1 Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional ethical and relevant legislated requirements.	Understand the professional, ethical and legislated requirements most relevant to the area of practice and meet all standards, conduct and legislated requirements.	Understand the professional, ethical and legislated requirements most relevant to the area of practice, to ensure nursing practice and conduct meets these standards and assists others to understand these requirements.	Understand the professional, ethical and legislated requirements most relevant to the area of practice, to role model nursing practice standards and conduct. Also contributes to others to meet compliance within your Service.
1.2 Demonstrates the ability to apply the principles of the Treaty of Waitangi /Te Tiriti o Waitangi to nursing practice.	Understands the principles of the Treaty of Waitangi /Te Tiriti o Waitangi and applies them to practice.	Understands the principles of the Treaty of Waitangi /Te Tiriti o Waitangi and applies them to practice and assists others with understanding this requirement.	Understands the principles of the Treaty of Waitangi /Te Tiriti o Waitangi and the implications of the socio-economic disparities experienced by Maori relevant to the area of practice.
1.3 Demonstrates accountability for directing, monitoring and evaluating nursing care that is provided by enrolled nurses and others.	Understands the difference in accountability and responsibility of the RN, EN and HCA and the Nursing Council NZ resources available to assist in understanding this requirement.	Understands the difference in accountability and responsibility of the RN, EN and HCA and assists others to meet NCNZ and CCDHB policy requirements.	Understands the difference in accountability and responsibility of the RN, EN and HCA, to lead colleagues' and foster team work to optimise care delivery and address direction and delegation issues.
1.4 Promotes an environment that enables health consumer safety, independence, quality of life, and health.	Promotes a physical environment that is safe for health consumers.	Promotes a physical environment that is safe for health consumers and assists with minimising risks or addressing problems.	Promotes a physical environment that is safe for health consumers, identifies problems and show leadership in addressing these and reducing overall risk.
1.5 Practices nursing in a manner that the health consumer determines as being culturally safe.	Practices and modifies care in a manner that the health consumer determines as being culturally safe.	Modifies nursing care and advocates for the health consumer to ensure they determine their care experience is culturally safe. Practice manner assists others with understanding this requirement.	Practices and leads colleagues in providing culturally safe care for health consumer /health consumers within the Service. Assist others to adapt practice to appropriately meet cultural needs and address problems or issues related to cultural safety.

Domain Two: Management of Nursing Care.

This domain contains competencies related to client assessment and managing client care, which is responsive to clients' needs, and which is supported by nursing knowledge and evidence based research.

NCNZ Competency	PDRP Competent level Deliverables/Outcomes	PDRP Proficient level Deliverables/Outcomes	PDRP Expert level Deliverables/Outcomes
2.1 Provides planned nursing care to achieve identified outcome.	Provides planned nursing care to achieve identified and expected outcome/s taking into account influencing factors e.g. skill mix patient acuity, functional level.	Provides planned evidenced based nursing care to achieve identified outcome/s taking into account the skill mix, patient acuity and other priorities for health consumer with complex needs.	Provides clinical leadership using evidence to develop and or enhance care delivery processes/outcomes in the area/service.
2.2 Undertakes a comprehensive and accurate nursing assessment of health consumers in a variety of settings.	Provides comprehensive and accurate patient systematic assessment using assessment skills and appropriate tools.	Provides comprehensive and accurate systematic nursing assessment underpinned by advancing clinical judgement and use of assessment parameters.	Role models comprehensive and systemic assessment skills underpinned by expert knowledge to critically problem solve.
2.3 Ensures documentation is accurate and maintains confidentiality of information.	Ensures documentation is clear and accurate with information technology (IT) use meets legislation and professional guidelines.	Ensures own and colleagues documentation and information technology (IT) use complies with legislation and professional guidelines.	Ensures records and IT use in area complies with legislation and professional guidelines and variance is addressed to resolve documentation issues.
2.4 Ensures the health consumer has adequate explanation of the effects, consequences and alternatives of proposed treatment options.	Ensures the health consumer has appropriate information (impact, consequences proposed alternatives) and support to make informed care decision.	Effectively addresses health consumer's care preferences and problems when discussing treatment options or alternatives to ensure informed consent.	Ensures health consumers have adequate explanation to make informed decisions about treatment and care in your area. Shows leadership in resolving situations that limit health consumers' participation.
2.5 Acts appropriately to protect oneself and others when faced with unexpected health consumer responses, confrontation, personal threat or other crisis situations.	Acts appropriately during unexpected or crisis situations within practice environment to promote safety and wellbeing.	Manages unexpected or crisis situations with nursing responses informed by procedures and protocols to promote safety and wellbeing in the practice environment.	Demonstrates leadership in resolving unexpected health consumer responses in crisis situations through problem solving and implementing appropriate nursing responses.
2.6 Evaluates health consumer's progress toward expected outcomes in partnership with health consumers.	Understands and ensures evaluation of care outcomes is in collaboration with health consumers and other health care team members.	Evaluates health consumer's progress toward expected outcomes in partnership with health consumers and changes interventions as required.	Participates in evaluating nursing care and health service delivery using audit activities in partnership with health consumers and the health care team.

NCNZ Competency	PDRP Competent level Deliverables/Outcomes	PDRP Proficient level Deliverables/Outcomes	PDRP Expert level Deliverables/Outcomes
2.7 Provides health education appropriate to the needs of the health consumer within a nursing framework.	Provides appropriate health education to the level of health consumer understanding using informal and informal teaching methods ensuring health literacy.	Provides effective health education and information to promote informed health consumer health care decisions.	Collaborates to promote effective health education and information with action that improve health outcomes and address disparity in health status.
2.8 Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care.	Reflects upon, and evaluates with peers and experienced nurses the effectiveness of nursing care.	Reflects upon, and evaluates with peers and experienced nurses the effectiveness of nursing care and assists colleagues with reflection.	Reflects upon, and evaluates with peers and experienced nurses the effectiveness of nursing care and assists colleagues with reflection using a reflective cycle tool.
2.9 Maintains professional development. (NCNZ Continuing competency requirements include 60 hours of professional development over 3 years)	Ensure NCNZ Continuing Competency requirements are met. Core competencies and area-specific competency requirements are maintained.	Ensure NCNZ Continuing Competency requirements are met. Core competencies and area-specific competency requirements are maintained. Education of others is evidenced.	NCNZ Continuing Competency requirements are met. Professional development includes level 8 papers or equivalent (how evidenced based learning has been applied to and benefited practice). Core competencies and area-specific competency requirements are maintained.

Domain three: Interpersonal Relationships.

This domain contains competencies related to interpersonal and therapeutic communication with clients, other nursing staff and interprofessional communication and documentation.

NCNZ Competency	PDRP Competent level Deliverables/Outcomes	PDRP Proficient level Deliverables/Outcomes	PDRP Expert level Deliverables/Outcomes
3.1 Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers.	Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers and understand professional boundaries.	Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers and to understand challenges associated with professional boundaries.	Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers and support colleagues to overcome difficulties associated with professional boundaries.
3.2 Practises nursing in a negotiated partnership with the health consumer where and when possible.	Practises nursing in a negotiated partnership with the health consumer to support their independence.	Practises nursing in a negotiated partnership with the health consumer in difficult situations.	Practises nursing in a negotiated partnership with the health consumer that was difficult to establish using expert level problem solving skills and knowledge.

NCNZ Competency	PDRP Competent level Deliverables/Outcomes	PDRP Proficient level Deliverables/Outcomes	PDRP Expert level Deliverables/Outcomes
3.3 Communicates effectively with health consumers and members of the health care team (HCT).	Communicates effectively with health consumers and members of the health care team (HCT) using a variety of techniques	Communicates effectively with health consumers and members of the health care team (HCT) in challenging situations.	Resolves issues of communication with health consumers and members of the health care team (HCT).

Domain four: Inter-professional Health Care & Quality Improvement.

This domain contains competencies to demonstrate that, as a member of the health care team; the nurse evaluates the effectiveness of care and promotes a nursing perspective within the inter-professional activities of the team.

NCNZ Competency	PDRP Competent level Deliverables/Outcomes	PDRP Proficient level Deliverables/Outcomes	PDRP Expert level Deliverables/Outcomes
4.1 Collaborates and participates with colleagues and members of the health care team (HCT) to facilitate and coordinate care.	Collaborates and participates with colleagues and members of the interdisciplinary HCT to facilitate and coordinate care.	Collaborates, participates and supports with colleagues and members of the interdisciplinary HCT to facilitate and coordinate care.	Collaborates and participates with colleagues and members of the interdisciplinary HCT to facilitate and coordinate care to assist in meeting CCDHB strategic aims/ Ministry of Health or similar national targets
4.2 Recognises and values the roles and skills of all members of the health care team in the delivery of care.	Recognises and values the roles and skills of all members of the HCT in the delivery of care and effect on the health consumer.	Recognises and values the roles and skills of all members of the HCT in the delivery of care and how their skills contribute to health consumer outcomes.	Recognises and values the roles and skills of all members of the HCT in the integrated delivery of care
4.3 Participates in quality improvement activities to monitor and improve standards of nursing.	Recognises the importance and participates in quality improvement activities to monitor and improve standards of nursing in your area.	Participates in quality improvement activities and shows how this has a positive impact on the health consumer journey.	Leads quality improvement activities to monitor and improve standards of nursing care to assist in meeting CCDHB strategic aims/ Ministry of Health or similar national targets.

Key Accountabilities

In addition to meeting the above requirements, the RN will satisfy the requirements of the following C&C DHB accountability.

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators / Measures</i>
Occupational Health & Safety	<ul style="list-style-type: none">Complies with responsibilities under the Health & Safety in Employment Act 1992	<ul style="list-style-type: none">Has read and understood the Health & Safety policy and procedures.Actively supports and complies with Health & Safety policy and procedures.Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.

