

Position Title: Registered Nurse
Reporting Manager: Service Delivery Manager
Tier: 5
Division: Service Delivery

Who we Are

HealthCare NZ provides a wide array of health and human services to people throughout New Zealand. We serve people in their homes and communities as well as in specialised treatment settings. We help people gain access to needed services and provide oversight and management services for people who have disabilities, ensuring they receive vital services, are safe, well-cared for and live as independently as possible.

HealthCare NZ's vision is to be a leader in community support and a partner in community wellbeing. Since 1988 we have been caring, supporting and empowering people in need to live independently, safely and well in their community. Our commitment is to provide a way of working with those we support, stakeholders, business partners and staff based on our values - respect, support and excellence.

We are committed to ensuring our services are delivered to Maori clients in a manner that recognise and respects Maori values and beliefs. As an organization we recognize our obligation to Te Tiriti o Waitangi and acknowledge Maori as tangata whenua who have unique values, social structures and worldviews.

We work with a range of partners in local and central Government, public and private sector agencies and community groups to advise on delivering effective and efficient healthcare now and in the future.

Registered Nurse

Why You're Here

As a Registered Nurse, you will be an integral member of a multi-disciplinary team that will see you using your knowledge of the Nursing Process Framework to complete a range of clinical assessments and interventions. By utilising your critical thinking skills and clinical expertise, you will work with clients across the lifespan to develop individual care/support plans that focus on optimizing their health and wellbeing and enabling them to live as independently as possible within their community.

Another key component of the role will see you providing appropriate delegation and direction to Enrolled Nurses and Support Workers across the wider regional team.

What You'll be Doing

Leadership

- Provide multidisciplinary clinical leadership that encompasses evidence based clinical decision making and reasoning skills
- Assist the Service Delivery Managers, Clinical Lead, and other Registered Health Professionals across the region in training and development of our support worker workforce
- Provide direction and delegation to Enrolled Nurses and Support Workers under a direction and delegation framework
- Communicate effectively with clients and their family/whanau, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background, and preferred ways of communicating

Clinical

- Identify client needs using a range of clinical assessment tools and formulate an individual care/support plan that achieves positive client outcomes while ensuring fiscal responsibility is maintained.
- Evaluate the effectiveness of individual care/support plans, taking remedial action and/or seeking guidance when required
- Ensure clients and their family/whanau are provided with appropriate information regarding their treatment and support, enabling them to make informed decisions
- Maintain accurate and comprehensive client records in the CMS and workforce systems, as required
- Provide clear and accurate clinical information to the Service Centre team that allows for the timely implementation of packages of care
- Liaise with primary care and other services as required to ensure an integrated approach to delivering client services is taken
- Develop innovative approaches to problem solving and utilise the skills of other integrated team members to coordinate and resolve problems to meet individual client needs
- Demonstrates culturally responsive practice that encompasses a diverse range of beliefs, values and practices
- Work collaboratively with the Service Centre and wider Service Delivery team to ensure high risk referrals are proactively managed to enable the delivery and safe and effective care.
- Take responsibility for your ongoing learning needs, including participating in professional development programmes and PDRP.

Concern for Quality and Standards

- Adhere to relevant funder contract assessment and review requirements and timeframes
- Actively identify risks and provide appropriate intervention
- Effectively capture the reporting of complaints, incidents and Sentinel events
- Provide relevant reports and other documentation in respect to all areas of responsibility
- Engage with quality initiatives within the organisation
- Display and promote the values of the business in everything you say and do
- Implement and adhere to processes and provide advice consistent with organisational plans, policies and values
- Look for opportunities to add value to the services we deliver

- Use evidence-based practice to inform your decision making and supporting the auditing of standards of clinical practice.

Building Relationships & Networks

- Build and maintain relationships with clinical peers within Funder and primary healthcare organisations
- Support the integration and collaboration of service provision between HealthCare NZ and other primary and community care providers
- Develop and maintain professional networks and engage within the broader health and disability sector
- Build and maintain strong trust-based relationships with colleagues across the business.

The Rules that are Important

- Comply with company policies, guidelines and procedures
- Behave in a manner consistent with the values and conduct standards of the organisation.
- Embrace and promote a working environment that is culturally diverse
- Promote and support initiatives that contribute to a healthy and safe working environment for employees, visitors and contractors
- Ensure compliance with health and safety policy and procedures, including accident and incident reporting, investigation, hazard management, induction, employee participation, visitor and contractor management
- Ensure awareness of, and adherence to, all employment and Health & Safety legislative requirements.
- **Take the direction of your manager and the business to undertake any other reasonable tasks which are within your ability to complete.**

The Qualifications, Skills, Knowledge and Experience You'll Need

- Registered Nurse qualification and current Annual Practising Certificate (APC)
- **Experience and knowledge of the community health sector**
- **Experience in providing direction and delegation of care to others within defined policies and procedures**
- **Excellent clinical assessment skills with a knowledge of the interRAI suite of assessment tools and the clinical application of casemix**
- **Ability to work with a non-regulated workforce and with autonomy within the community**
- **Demonstrated cultural sensitivity and ability to work in partnership with clients and their family/whanau**
- **Passion and expertise working collaboratively in a team and developing your skills and those of your colleagues**
- **Excellent interpersonal, communication and influencing skills, and highly developed emotional intelligence**
- **Critical thinking and problem-solving skills with the resilience and ability to cope with the unexpected or difficult**
- **Excellent planning and organisational skills**
- **Sound judgement and integrity**
- **Competent computer skills**

Key Relationships:

External: Clinical peers within Funders, Government agencies primary care and other service providers. People we support; family/whanau, advocates and friends of people we support

Internal: Service Delivery Managers, Support Workers, Service Centre team members, MySkill, Clinical Lead, Director of Nursing and Allied Health, Regional Manager and clinical peers.

Committees & Groups: Working Groups and Committees, as required.

Agreement:

I agree to the outline of the role in this job description and recognise that the contents may need to be amended from time to time to reflect changing business requirements.

I, as job holder, allow my Manager to gather information from third parties where necessary for the purpose of performance management.

Name: _____

Signature: _____
_____ / _____

Date: ____ / ____ / ____