



## **NURSE Team Leader**

- Designation:** Nurse Team Leader
- Responsible to:** Operations Manager
- Main Aim:** To provide professional and clinical leadership, advice to senior management and Supervision of a designated group of staff and their day to day operational Work. Ensure high standard of health care and information provided to Bridge Clients across Auckland Bridge sites.
- Role:**
- Manage a team of clinical staff to deliver health services safely, efficiently and effectively across all sites.
  - Monitor and conduct internal audits to ensure safe clinical practice.
  - Providing health-based information and support to clients to enhance their therapeutic journey.
  - Where applicable provide support to clients in relation to accessing other health providers
  - Work in collaboration with other staff to deliver programme activities
  - Work on a variety of tasks maintaining an efficient and safe environment for TSA Bridge Clients and Staff.
- Functional relationships:**
- Clients of TSA
  - Referring agents,
  - Clinical and non – Clinical Staff
  - General Practitioners
  - Mission Team
  - DHB and non DHB health providers.
  - Consumer Advisor
  - The General Public
  - TSA Management
  - Team Leader peers
  - Providing/encouraging clinical Supervision
  - Other organisations/institutions
- Key Task areas:**
- (1) The Salvation Army Mission
  - (2) Policies and Procedures
  - (3) Cultural Safety, working with diversity

- (4) Service Delivery
- (5) Teamwork
- (6) External Relationships
- (7) Professional Development
- (8) Quality Programme

**Measurement criteria:** Attached

**Other duties:** Notwithstanding any respective definition or classification of employment, the employee may be required to undertake other lawfully permitted duties including being deployed across the service for specific prioritised tasks as directed by the Director, or their delegate.

**Limitations on authority:** The staff member operates within the overall service philosophy and policies and upholds the values of the Salvation Army Bridge, and recognises the role and authority of the Director

**Hours of work:** Not less than 80hours per fortnight (there is an on-call requirement for this role together with other members of management)

**Person specification:** Attached

### Key Result Areas and Measurement Criteria

Key Task Areas	Key Measurement Criteria	Performance Measure
<b>1. The Salvation Army Mission</b>	1.1 Committed to upholding and supporting The Salvation Army Mission and Christian ethos 1.2 Integrating the Salvation Army Mission into the role	1.1 Supports the Salvation Army Mission and Christian ethos 1.2 Direct observation, peer and Mission team feedback
<b>2. Policies and Procedures</b>	2.1 The Salvation Army Bridge Programme National and local Policies and Procedures are implemented and adhered to. 2.2 Familiar with Model of Treatment 2.3 Use of CRA tools are consistent within scope of role 2.4 SAMIS Files completed accurately and appropriately	2.1 Audit shows that Policy and procedures adhered to. 2.2 Feedback re use of Model 2.3 Clinical audits reflect appropriate use of CRA Model. 2.4 SAMIS File Audits
<b>3. Cultural Safety and Working with Diversity</b>	3.1 Commitment to the principles of the Tiriti o Watangi/ Treaty of Waitangi as they apply to The Salvation Army Bridge 3.2 Operating without discrimination on the basis of race, culture, health, sexual orientation, gender or age	3.1 Able to demonstrate knowledge and application of the principles of the Treaty of Waitangi 3.2 All staff and clients are treated equally, and Client and Team Leader feedback is positive

<p><b>4. Service Delivery</b></p>	<p>4.1 Provide professional/clinical leadership and undertake coordination of designated staff to ensure a high quality of services delivered to clients, their family/whanau and agencies that interact with the Bridge.</p> <p>4.2 Engage with public and clients in a positive manner both in person and via telephone.</p> <p>4.3 Maintain open, honest, timely constructive dialogue with senior colleagues.</p> <p>4.4 Take a lead in ensuring that clinical files and processes are followed, completing audits as required</p> <p>4.5 Oversight and training staff in the process of random breath and urine testing, and other technologies as may be introduced.</p> <p>4.6 Provides AOD education to consumers both in group and individual settings to maintain and improve /promote health.</p> <p>4.7 Responsible for locally based health and Safety, ensuring good practice is followed, providing training and education for both staff and clients. Undertaking appropriate audits and communicating results</p> <p>4.8 Take on direct client workload</p> <p>4.9 Actively encourages and supports student placement with the centre from a range of health professions.</p> <p>4.10 Provides health education to consumers both in group and individual settings to maintain and improve /promote health.</p> <p>4.11 Responsible for locally based infection control services, ensuring good practice is followed, providing training and education for both staff and clients.</p> <p>4.12 TSA medication policy is implemented and adhered to, completing staff training on compliance,</p>	<p>4.1 Models good leadership ensuring staff provides appropriate service delivery.</p> <p>4.2 Evidence of positive client, feedback from client consumer advocate and complaints/suggestions process</p> <p>4.3 Evidence that issues are brought, in a timely manner to the attention of the SMT appropriately and in a respectful way</p> <p>4.4 Evidence of active process and completion of relevant documentation in SAMIS Effective screening process maintained raising CBI in SAMIS when issue identified.</p> <p>4.5 Ensuring staff are appropriately trained to ensure that the site and clients remain alcohol, drug, smoke and tobacco free</p> <p>4.6 Demonstrates evidence of health information delivered, feedback from clients is positive.</p> <p>4.7 Health and Safety well managed with evidence of meetings/records completed and information disseminated appropriately.</p> <p>4.8 Works as part of the wider team taking on an individual client workload as directed.</p> <p>4.9 Provides a supportive educational environment for students</p> <p>4.10 Meets financial and organisational obligations re management of building and working within approved budgets.</p> <p>4.11 Demonstrates evidence of health information delivered, feedback from clients is positive.</p> <p>4.12 Infection control process followed with evidence of meetings/records completed and information disseminated appropriately.</p> <p>4.13 Ensuring safe delivery of medication outside normal hours of duty.</p>
<p><b>5. Teamwork</b></p>	<p>5.1 Works within The Salvation Army Respect Policy framework</p> <p>5.2 Provides additional support to the wider team upon request</p> <p>5.3 Recognises and adheres to professional boundaries</p> <p>5.4 Participates in weekly client clinical review meetings.</p> <p>5.5 Conducts staff performance appraisals in a timely manner</p> <p>5.6 Joins other Team Leaders as part of management on-call services</p>	<p>5.1 Contributes regularly and consistently in team discussion</p> <p>5.2 There is a good relationship with all members of the TSA and work requested is completed to a high standard and in a timely manner</p> <p>5.3 Models good professional behaviours</p> <p>5.4 Manages flow of information and staff workloads efficiently.</p> <p>5.5 Supports nursing staff by providing relevant information in a timely manner.</p> <p>5.6 Active participation in on –call services</p>

<b>6. External Relationships</b>	6.1 Maintain and foster positive relationships with external services through excellent phone and email skills. 6.2 Networks are developed and maintained 6.3 Interactions with public are friendly and positive in nature 6.4 Main point of contact between the service and: pharmacy /contracted GP/ local DHBS/Mental health services/ clinical services.	6.1 Compliments and/or complaints  6.2 Contacts made and maintained 6.3 Compliments and/or complaints 6.4 Feedback from other services is positive.
<b>7. Professional Development</b>	7.1 Fulfil your own responsibilities within TSA's performance review process by: <ul style="list-style-type: none"> <li>• Completing an annual personal development plan.</li> <li>• Establishing annual goals, objectives, performance targets and strategies to meet these.</li> <li>• Maintaining Annual practicing certificate</li> </ul> 7.2 Takes initiative in identifying development needs and accessing training opportunities	7.1 Evidence of meeting TSA performance Expectations. 7.2 Is proactive in finding courses to help address development needs and attends on-site training when available  7.2 Demonstrates understanding and adheres to the RN or nurse practitioner scope of practice
<b>8. Quality Improvement</b>	8.1 ensures quality assurance activities are maintained e.g. audits 8.2 Participates in the planning, development and implementation of a quality assurance Programme.	8.1 Evidence of participation in continuous quality improvement

### **Occupational Health and Safety**

The Salvation Army is committed to achieving the highest standard of health and safety for its staff. All employees are expected to take initiative, identify, report and resolve issues that may cause harm to themselves or others in the organisation. As an employee the health and safety of clients and colleagues, as well as your own, are your responsibility. You are always expected to work safely, to actively participate in health and safety programs in your area. It is expected that you will report all accidents and potential hazards to the quality coordinator and complete the appropriate paper process. Participate in evacuation drills and use all equipment correctly.

### **Fitness**

A reasonable level of fitness is required to cope with the physical and psychological requirements of the role. Key physical requirements are: standing, walking, bending, sitting, stairs, simple grasping, fine manipulation, operating machinery/equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing/balancing, crouching/squatting, manual lifting/handling of people, other reaching and ability to perform emergency medical procedures such as CPR (Cardio Pulmonary Resuscitation).

Social and psychological aspects include well being of self and others, develop and maintain appropriate relationships within role.

### **Person Specification**

Competency	Description
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<b>communication and leadership</b>	Practices attentive and active listening, has the patience to hear other people out: can accurately re state the opinions of others even when he/she disagrees
<b>Priority Setting</b>	Has a logical scheme for deciding what's important; courage to make choices: differentiates between critical and trivial and communicates these priorities effectively. Utilises good time management skills
<b>Consumer Focus</b>	Dedicated to meeting the requirements of the role and the expectations within this of the consumers. Establishes and maintains effective relationships with consumers gaining their trust and respect.
<b>Relationship Building</b>	Proactively develops relationships with both internal and external parties. Gives high priority to Director and client satisfaction. Able to relate to a diverse group of people supporting fair and equal treatment for all.
<b>Innovation &amp; Flexibility</b>	Looks for and encourage new ideas and creative solutions to problems. Challenges the way things are done and make improvements. Demonstrates ingenuity.

### Qualifications/Competencies

<b>Education and Qualifications</b>	<b>Essential</b>	<b>Desired</b>
<b>Professional</b>	<ul style="list-style-type: none"> <li>• Be registered with nursing council.</li> <li>• Hold a current annual practicing certificate.</li> <li>• Minimum level 4 nurse</li> <li>• Microsoft office skills in word and excel</li> <li>• Current drivers' licence (class 1)</li> </ul>	<ul style="list-style-type: none"> <li>• Have additional clinical qualifications in addiction</li> <li>• Level 5 or Nurse practitioner</li> <li>• Excellent Microsoft product skills in all office product software</li> <li>• Have a management qualification</li> <li>• Membership with DANA</li> </ul>
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>• At least 2 years' experience managing a team of clinical Nursing staff</li> <li>• Experience of the AOD sector</li> </ul>	<ul style="list-style-type: none"> <li>• 5 Years' experience managing a team of clinical staff</li> <li>• Experience in supporting people in a residential situation.</li> <li>• Experience in Mental health</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Works effectively alone as well as within a team</li> <li>• Ability to relate to people with addictions with sensitivity, caring and patience</li> <li>• Values Diversity</li> <li>• Understanding of, respect for, and ability to work with The Salvation Army's mission, principles, and Christian ethos</li> <li>• Has a resilient nature</li> </ul>	<ul style="list-style-type: none"> <li>• Good sense of Humour</li> <li>• Good self-awareness</li> <li>• <i>Pro-active and takes initiative</i></li> <li>• Friendly and outgoing</li> </ul>

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### Variations to Position Description

This position description describes the accountabilities and requirements of the position and is intended as a guide to the main elements of the role and should not be considered as a complete listing of all duties and tasks that may be undertaken. This position description is not intended to be restrictive and may change as a result of consultation with the post holder or changes internally or externally to the organisation. This position description is subject to review dependent on the needs of the service, any amendments will be discussed with the post holder.

If approved

Sign

date