



## POSITION DESCRIPTION

### Nurse Manager

#### Purpose of the Job

The Nurse Manager is a pivotal person in the medical centre environment. Reporting to the General Manager, you are responsible for leading and supporting the nursing team and co-ordinating nursing services in the practice. You will assist with the development of nursing services and ensure our nursing team delivers high quality care to our patients. You will be renowned for your high level of professionalism, sensitivity, respect and confidentiality when dealing with colleagues and patients.

Greenwood Health is committed to the principles of Te Tiriti O Waitangi (the Treaty of Waitangi) and the overarching objectives of the New Zealand health and disability strategies.

**Our Mission:** Working together to provide excellent rural community health care.

**Reports to:** General Manager

**Direct Reports:** Practice Nurses  
Healthcare Assistants

#### Key Relationships:

##### Internal

General Manager  
Business Manager  
Administration Manager  
Nurses  
Nurse Practitioners  
Reception and Administrative staff  
General Practitioners  
Practice Owners/Board  
Pharmacist / Physiotherapist  
Other health providers

##### External

Patients, their whānau and support person  
Visitors  
Business partners  
Primary Health Organisations  
Te Whatu Ora  
Community agencies  
Suppliers  
Allied and other health professionals

Key Tasks	Standards / Outcomes Expected
<b>Leadership</b> Lead, coach and inspire your team, promoting employee engagement with constructive feedback, openness, acknowledgement and trust. Maintain a positive and professional workplace. Conduct effective annual performance appraisals and regular one to ones. Promptly address concerns relating to the performance of team members so an appropriate support/development plan can be put in place.	The team is engaged, high-performing and effective.  The work environment is positive and professional; you role model the right behaviours and values.  Effective appraisals and regular one to ones are carried out. Strengths are identified and areas for development are addressed. Appropriate and motivating KPIs are set.

<p>Ensure your team delivers a high standard of medical care.</p> <p>Provide regular updates/communication to your team and managers so they are kept informed on key issues and changes in their workplace.</p> <p>Undertake recruitment and induction activities as required. Provide guidance and support to those entering as students, beginning practitioners and those who are transferring into a new clinical area.</p>	<p>A high standard of clinical / medical care is provided to our patients.</p> <p>Your team and managers are kept informed on key issues and changes, nurse team meetings are organised and minutes are kept.</p> <p>Recruitment and induction activities are effectively carried out. New and/or inexperienced team members are welcomed and appropriately inducted to their role.</p>
<p><b>Team Coordination</b></p> <p>Effectively manage the monthly nursing staff roster, including NMIT students, to ensure provision of adequate cover. Ensure your team know when they are on duty and are advised well in advance of any changes to their rosters.</p> <p>Ensure the workflow and service provision is managed effectively to enhance the smooth running of the practice.</p> <p>Allocate annual leave in a manner that is fair to the individuals and the practice.</p> <p>Co-ordinate time sheets for payroll in a timely manner.</p>	<p>The nursing roster is well managed and service provision supports the smooth running of the practice.</p> <p>Leave is allocated in a fair and transparent manner.</p> <p>Timesheets are prepared and processed on time.</p>
<p><b>Training and Development</b></p> <p>Build team capability through professional and personal development, coaching and mentoring.</p> <p>Undertake regular training needs analysis for your team to ensure individuals are trained to the required level of competency.</p> <p>Provide opportunities and encourage clinical staff to participate in professional development; organise appropriate teaching sessions.</p> <p>Ensure adequate resources are available for individuals to engage in professional development.</p>	<p>Your team are supported with their professional development and have opportunities to meet their professional CPD requirements.</p> <p>Team members are supported and encouraged to achieve and maintain the required level of competency.</p> <p>Teaching and education sessions are conducted regularly.</p> <p>Adequate resources are available to enable individuals to attend training and development opportunities.</p>
<p><b>Clinical</b></p> <p>Provide primary care nursing support, patient interventions and treatment within your scope of practice in a patient-centred and culturally appropriate way.</p> <p>Work collaboratively with doctors and team members to provide efficient, effective, professional nursing services, including triage, assessment, treatment, referral, follow-up and evaluation.</p>	<p>Patients receive high quality nursing support and treatment in a friendly, courteous manner.</p> <p>The clinical team work together as one team to provide professional medical care, treatment and follow-up to patients in a timely and efficient manner.</p>

<p>Undertake treatment options and carry out appropriate clinical interventions and procedures, including but not limited to counselling, advising and providing information.</p> <p>Ensure the patient has adequate explanation of the effects, consequences and alternatives to proposed treatment options.</p> <p>Promote an environment that enables patient safety, independence, quality of life and health.</p> <p>Provide planned nursing care to achieve identified outcomes.</p> <p>Ensure documentation is accurate and maintains confidentiality of information.</p> <p>Act appropriately to protect oneself and others when faced with unexpected patient responses, confrontation, personal threat or other crisis situations.</p> <p>Take responsibility for maintaining your professional development and level of competence.</p> <p>Support and provide assistance with the development and review of clinical protocols and policies, in conjunction with the management team and relevant staff to ensure that best practice is maintained.</p>	<p>Treatments and interventions are carried out in accordance with practice policies, procedures, legislation and standards including the Privacy Act 2020, Health Information Privacy Code, and HDC Patient Code of Rights.</p> <p>Provide appropriate information to patients to protect their rights and to allow informed decisions.</p> <p>Infection control protocols are maintained.</p> <p>Recognise and manage risks to provide care that best meets the needs and interests of the patient and the public.</p> <p>Advocate on behalf of patients with external agencies to communicate patient care and support needs.</p> <p>All information entered into the Patient Management System is accurate, appropriate and in accordance with agreed protocols.</p> <p>Understand how to respond in an emergency and the procedures to be followed.</p> <p>Ensure you meet the CPD requirements as set by the NZ Nursing Council.</p> <p>Protocols and policies reflect best practice.</p>
<p><b>Health and Safety</b></p> <p>Ensure your team works in a safe environment, they utilise good health and safety practices and are supported to raise and address health and safety concerns.</p> <p>Contribute to a positive health safety and wellbeing culture where hazard and risks are openly raised, discussed and addressed.</p> <p>Ensure all health and safety records and documentation are fully completed and compliant.</p> <p>Ensure incidents, injuries and near misses are recorded, reported and investigated in a timely manner; undertake remedial actions as soon as reasonably practicable.</p> <p>Ensure hazards are identified and proactively work to mitigate risk.</p> <p>Ensure your team undertakes appropriate health and safety training as required.</p> <p>Undertake regular audits and reviews as required.</p>	<p>There is a positive health, safety and wellbeing culture and a safe working environment for your people.</p> <p>Your people are supported to raise, openly discuss and address health and safety concerns.</p> <p>All health and safety records and documentation are fully completed and compliant, investigations are completed in a timely manner, and remedial actions are undertaken as soon as reasonably practicable.</p> <p>Hazards are identified and risk is mitigated.</p> <p>All health and safety training requirements are met.</p> <p>Audits and reviews are undertaken as required and any non-compliances are rectified within the required timeframe.</p>

<p><b>Operational Management</b></p> <p>Attend and actively contribute to management team meetings.</p> <p>Represent and advocate for nursing and the nursing team whilst maintaining a strategic perspective.</p> <p>Prepare reports and attend GP, director and other meetings as required.</p> <p>Represent the practice at PHO / Te Whatu Ora / community agencies as required.</p> <p>Ensure medical supplies and consumables are purchased within budget and in reasonable quantities.</p> <p>Oversee the monitoring of supplies and consumables, ensure appropriate stock levels are maintained and expired stock is managed appropriately.</p> <p>Manage the process for controlled drugs, including the controlled drug register, to ensure compliance; undertake audits and provide training as required.</p> <p>Assist with maintenance of the equipment log and ensure faulty equipment is repaired or replaced.</p> <p>Oversee the recall and screening systems to ensure they are effectively maintained.</p> <p>Monitor and maintain standing orders and competencies use.</p> <p>Assist with and prepare for audits as required.</p> <p>Ensure clinical rooms are standardised and maintained appropriately.</p> <p>Act as Complaints Officer for nursing services.</p>	<p>The management team work collaboratively together to achieve business goals and objectives.</p> <p>The nursing team and nursing services are represented at strategic and operational meetings.</p> <p>Reports are prepared in a timely manner.</p> <p>The practice is professional represented.</p> <p>Medical supplies and consumables, including expired stock, are effectively managed.</p> <p>Controlled drugs are managed in accordance with defined protocols. Audits are undertaken and training is provided.</p> <p>The equipment log is maintained and faulty equipment is repaired or replaced within a reasonable timeframe.</p> <p>The recall and screening systems are effectively managed and administered.</p> <p>Standing orders are maintained and utilised effectively.</p> <p>The practice is well-prepared for audits.</p> <p>Clinical rooms are standardised and appropriately maintained.</p> <p>Liaise with the General Manager to ensure all nursing related complaints are dealt with in a professional and empathetic manner, within agreed time frames and in accordance with the Health &amp; Disability Commission.</p>
<p><b>Treaty of Waitangi/Te Tiriti o Waitangi and Health Equity</b></p> <p>Understand and apply the principles of the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice.</p> <p>Ensure the delivery of nursing services in a culturally safe, appropriate and competent manner, ensuring the integrity of each individual's culture is acknowledged and respected.</p>	<p>The relevance of the Treaty of Waitangi/Te Tiriti o Waitangi to the health of Māori in Aotearoa/New Zealand is understood and its principles are incorporated and applied into everyday nursing practice.</p> <p>Culturally safe and appropriate health care services are delivered to our community.</p>

<b>Compliance</b> <p>Ensure all nurses are registered with the Nursing Council and hold current practising certificates, and practise within the scope of practice set by the responsible body.</p> <p>Provide training for all nursing staff in privacy and Health Information Privacy Code (HIPC) issues and ensure these standards are maintained.</p> <p>Act as Privacy Officer for the practice.</p>	<p>The requirements and obligations of relevant legislation and standards are understood and met including the Health Professionals Competency Assurance Act, Privacy Act, HIPC, and Health &amp; Disability Commission.</p>
<b>Other</b> <p>Perform any other tasks required in order to maintain the smooth and effective operation of the practice.</p>	

## Key Skills / Requirements

- Demonstrated strong leadership, mentoring and management skills (desirable).
- A passion for Primary Care with previous experience (desirable).
- Highly developed communication/interpersonal, negotiation and conflict resolution skills.
- Providing strategic direction and nursing workforce development.
- Excellent organisational skills and can effectively manage multiple and at times competing priorities.
- Strong work ethic and leads by example with a hands on approach.
- Ability to coordinate, motivate and develop a cohesive nursing team.
- You bring clinical excellence and a passion for improving the health of the community.
- A strong customer service focus with a patient centric approach.
- A good sense of humour.
- Sound judgement, with good problem solving and decision-making skills.
- Consistently models the right behaviours and values and acts with integrity.
- Good general IT and report writing skills.
- An understanding and commitment to the principles of cultural sensitivity and safety.
- Ability to apply the principles of the Treaty of Waitangi/Te Tiriti o Waitangi in a healthcare environment.

## Qualifications

- Registered Nurse with current practicing certificate preferred.

## Agreement

\_\_\_\_\_  
Employee Name & Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Greenwood Health Name & Signature

\_\_\_\_\_  
Date

*Note, from time to time this job description may be reviewed and updated with the employee in response to the changing nature of the work environment.*