



Position Description

Fertility Nurse Team Leader



Position Details	
Employee Name	
Position	Nurse Team Leader
Main Location(s)	Fertility Associates Clinic
Reports to	Clinic Manager
Direct Reports	Fertility Nurses
Key Internal Relationships	Doctors Nurse Team Director of Nursing Counsellors Business Support Team Colleagues FA Leaders CMG CEO
Key External Relationships	Patients Patients families and partners General Public / Visitors Suppliers

Our Organisation

Fertility Associates has experienced sustained success and growth within New Zealand as the leading provider of fertility medicine.

Our people and patients are our priority. Having talented, engaged and passionate people demonstrating care, responsiveness and excellence will result in positive patient experiences, and a workplace that we can all be proud of.

Your role is critical in our ability to deliver fertility services that brings hope for our patients, that is world-leading, and enables growth for our people and business.

Position Purpose

The main purpose of your position is to lead and support the nursing team and coordinate nursing services. You will assist with the development of the nursing services and ensure our nursing team delivers high quality care to patients. You will be renowned for your high level of professionalism, sensitivity, respect and confidentiality when dealing with colleagues and patients.

Contribution to our Values

CARE is demonstrated by:

- Ensuring that patients and FA staff are treated with care and compassion
- Making sure that communication is frequent, clear, relevant and supportive
- Celebrating success with the team - small and large

RESPONSIVENESS is supported/demonstrated by:

- Leading the team to improve nursing services
- Leading by example in taking a positive and constructive response to challenges
- Coaching the team to find out and respond to patients and colleagues different needs for communication, service and support – encouraging accountability and flexibility

EXCELLENCE is supported/demonstrated by:

Name: Nurse Team Leader Authorised by: HR Coordinator Date issued: 15 April 2024

Employee Initials:



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- Delivering on team goals and targets that meet or exceed FA's standards and expectations
- Leading team effort to continuously find ways to lift performance
- Using data, feedback, and the QR process to improve service and performance

Key Accountabilities	
Te Tiriti O Waitangi	Expected Outcomes
• Supports the pursuit of Māori health gains. • Supports Māori oversight and ownership of decision making processes necessary to achieve Māori health equity. • Enables Māori self-determination with the ability to exercise authority over their treatment according to Māori philosophies, values and practices including tikanga Māori.	• Māori and Māori communities can exercise their authority to improve their health and wellbeing. • We have a fair and sustainable system which delivers more equitable outcomes for Māori. • Racism and discrimination in all its forms is addressed. • The inclusion and protection of hauora Māori (Māori philosophy comprising of the physical, mental, family and spiritual dimensions) and mātauranga Māori (Māori knowledge and understanding).
Ensuring thorough, efficient Nurse Team management	Expected Outcomes
• Engage in the Clinic planning process – producing plans, budgets, information and statistics to build sound and reliable plans, budgets and forecasts • Ensure a nursing roster is created that maintains sufficient capability in the team to meet needs whilst addressing needs for annual/sick leave, turnover, training and development. • Produce and maintain a plan for the maintenance/ replacement/upgrade of nursing/theatre equipment as needed. ◦ Prepare capital expenditure proposals with input from CM, MD ◦ Liaise with suppliers regarding purchase of consumables and equipment • Prepare monthly report on nurse team activities and results. ◦ Ensure that data collection, recording, analysis and reporting processes are in place and completed according to protocols, processes, and compliance standards.	• Input provided to annual budgeting process • Clinic and nursing plan clearly understood by team. • Rosters place that produce smooth operation in lab. Gaps in coverage identified in advance and request to other clinics made if needed. • Comprehensive asset and maintenance management plan in place and used. • Adequate supply of nursing consumables • Risks and costs of maintenance expense are well considered. • Data and all records are secure, accurate, up to date and correctly reported on.
Promoting Positive Culture and High performance	
• To role model FA's values and ensure that the team integrate values based behaviours into their day to day work practices. • To provide overall leadership as an effective member of the Nursing team through: ◦ Communicating clearly how FA operates in clinical, people and	• Nursing Team achieving individual and collective goals. • Team feel fully informed about the business and what is happening across FA. • Ideas, suggestions coming from team – cooperative teamwork visible • Team self-managing their own learning and development - but ask for help/coaching.

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- business terms – providing regular updates - Ensuring that all staff understand FA's policy and procedure framework and how this is delivered - Providing effective initial induction and training plans to bring staff to accepted performance levels. - Agreeing key goals for each team member - contributing to KPIs, Values, Competency and Personal Development. - Providing regular feedback on performance and an annual review for each team member - Addressing performance issues quickly and effectively. - Providing strong and effective Nursing leadership in collaboration with the Group Nursing Advisor. - Ensuring the nurse roster reflects the required skill mix and levels appropriate to workload and plan ahead to maintain this. - Work cooperatively and collaboratively as a member of the Clinic Leadership Team to achieve clinic and FA Group Goals. - Act as a positive advocate and representative of the Nurse or Clinic Leadership Team when interacting with individuals or organisations outside of the Clinic or FA.	- Each team member has performance goals in SuccessFactors - Regular one on one feedback for team members. - Annual reviews completed on schedule. - Team highly respected by others in the clinic and across FA. - Individual development plans completed - staff report positive career development. - High levels of patient satisfaction
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Working as a member of the Nursing Team	Expected Outcomes
- Be rostered as part of the working team. - When required, provide back up or be rostered as a working team member on weekends - Perform tasks to documented procedures, protocols, principles of infection control and good nursing practice, including: - collection of blood samples - preparation of theatre - oocyte pick up - inseminations - collection of Post Coital Test samples - dispensing drugs - monitor and care for the sedated patient - post-procedure patient care - obstetric, gynae and fertility clinic support - Assess patient, collate and document patient information to plan treatment in conjunction with patient care team. - Find out what patients' needs are in terms of frequency and type of communication and support and build a communication plan for them. - Participate in evaluation and interpretation of laboratory and radiology data to manage	- Consistent high levels of competence in all nursing tasks is maintained. - Can train and coach others to achieve high standards - High levels of patient satisfaction and feedback - Flexible and trusted stand in when required

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individual treatment plans. Document patient instructions appropriately. • Provide timely daily treatment instructions and advice to patients. Follow up, and chase up where necessary. • Provide instructions, education, information, and advice (counselling) to patients covering all aspects of FA's service, and provide appropriate written information. • Make appropriate use of other clinic team members to ensure patients fully informed of, and understand treatment choices. • Provide support to patients throughout treatment, including follow-up contact as appropriate.	
Improving Nursing Skills and Processes	Expected Outcomes
• Participate in planning for new nursing techniques/services – within the clinic and across FA. • Discuss, plan and implement changes or new methods or techniques in conjunction with other clinic staff. • Working with the nursing competency framework and Group Nurse Lead, ensure that there is a training plan the team and each individual. • Ensure that there are regular activities/events/resources provided for nurse development and education. • Nurse Team Leaders may have specific responsibilities according to their interests/talents that may require them to work with other Nurse TL's or Clinic Manager.	• Nurses development plans implemented • New or changed nursing procedures implemented as planned and practices sustained. • Nurses learning from each other/ the Doctors/ Embryologists
Personal Development	Expected Outcomes
• Develop leadership capability and business skills as well as professional skills – able to motivate, address performance and behaviour issues, develop, coach, encourage and talk about the business in a way that engages and helps people understand. • Develop own skills and knowledge through participation in clinic education meetings, attendance at conferences, seminars, workshops and reading relevant literature. • Belong to relevant professional body. • Meet the continuing education requirements of the Nursing Council	• Comfortable in all aspects of leadership • High performing team. • Knowledge gained from relevant meetings/events is shared with the team and beyond. • Information is sourced from a variety of reliable sources for personal development; e.g. internet, journals etc. • Is a member of the professional body.
Communication & Teamwork	Expected Outcomes
• Works co-operatively and constructively with other team members to achieve objectives. • Builds effective respectful working relationships with key stakeholders. • Goes the extra mile to assist others - proactively helps and supports colleagues.	• Key stakeholders such as colleagues and patients feel respected, heard, and valued. • Team engagement scores in communication and teamwork measures are high. • Is clearly valued as a member of the team.

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- Communicates directly, honestly and respectfully. - Actively seeks feedback to improve and gives constructive, respectful feedback to others.	- Key stakeholders recognise, respect and value how you contribute to the team. - Team performance is high, targets are met, and key measures are on track.
Compliance & Continuous Improvement	Expected Outcomes
- Contribute to the continuous improvement of processes/protocols within FA - Follow the company safety policies for personal and patient safety - Seek and use performance feedback to improve own performance - Will bring things to others attention/ raise issues of concern and celebrate one another's achievements. - Shares knowledge and experience to help others do things better/more efficiently - Raise/report/escalate compliance issues or risks using the appropriate channels.	- Incidents that may impact on the safety, wellbeing, or effectiveness of our people or business are reported in a timely manner. - Incident and quality reporting seen as process for improvement not 'blame'. - Comfortable asking questions, providing feedback, critique and new ideas. - All allocated training and compliance tasks are completed within given timeframes. - Compliance issues, complaints and corrective actions are identified, resolved, and reduce in frequency.
Initiative, Accountability & Positive Attitude	Expected Outcomes
- Proactive rather than reactive. Able to avoid mistakes that could/should be anticipated. - Effectively plans and prioritises work in accordance with company and team goals/plans/objectives. - Well prepared and organized. Is punctual and responsive to the workload of others. - Displays optimism and perseveres in the face of setbacks/hurdles. - Actively sets learning/development goals and drives own learning outcomes.	- Achieves accuracy targets. - Finishes all allocated work efficiently and on time. - Works well without supervision. - Positive feedback from patients and colleagues. - Displays a helpful and courteous manner. - Willingly shares learning. - Collaborates with leadership to create learning/development plans and commits to achieving set goals.
Leadership	Expected Outcomes
- Sets clear individual and team goals that are aligned with business goals. - Translates ideas into workable action plans that are achievable and understood. - Holds team accountable to what they commit to delivering. - Ensures the right resources are available to deliver what's required. - When leading change, brings people on the journey by explaining why, what, who, how, where, and when. - Facilitates problem-solving and creative-thinking processes to enable innovation and improvement. - Gives clear, timely, positive, and corrective feedback that enables development and high levels of performance.	- Team engagement levels are high. - Retention of key talent is high. - Team members develop and grow. - Training for team is compliant and completed within given timeframes. - Team goals and measures are clearly communicated and understood. - Workloads are distributed fairly, and team outputs are meeting expected standards. - Team is highly valued for their contribution to the organisation. - Is present at key events, leads by example, and is seen as a role model. - Undesirable behaviour is quickly identified and dealt with. - Team members feel valued and recognised for their contributions.

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- Creates an environment built on trust where challenging questions are asked, and learning is fostered.
- Ensures people are adequately trained and qualified to perform tasks.
- Recognises and rewards people for their input, achievements, and contributions.
- Quickly redirects activities/behaviours that are not aligned with desired goals and values.

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Qualifications / Experience / Skills / Ability	
Formal Qualifications	Nursing Degree
Experience	Desired level of experience in a similar role: ☐ Entry (0-1 Years) ☒ Mid (1-5 Years) ☒ Senior (5+ Years) Experience in the following is <u>required</u>: 2 years of experience in fertility nursing - Leadership and management
Certifications / Licence Pre-requisites	- Annual Practising Certificate - CPR training certificate - Narcotics Training Certificate
Technical / Legislative Knowledge Required	- RTAC code of practice - NZNO guidelines - Nursing Council code of conduct
Systems / IT Platforms	Standard business tools: ☒ MS Word (Intermediate) ☒ MS Outlook (Intermediate) ☒ MS Excel (Intermediate)
Physicality of the role	- Standing 30% of the day - sitting 70% of the day - computer work 60% of the day - carrying up to 5kg somewhat often - lifting up to 5kg somewhat often - bending, twisting rarely - moving between areas often
Travel	You may need to travel to other clinics occasionally

Review & Approval			
Last Reviewed by:	Helen Mudgway – Clinic Manager M Parris-Larkin – Nursing Director Steph Ducrot – Clinic Lead	Date:	April 15, 2024
Approved by:	HR	Date:	April 15, 2024

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