

Clinical Nurse Manager



Role specification

Role Title

Clinical Nurse Manager

Business Unit

Enliven

Location

Enliven Homes

Reports to

Home Manager

Direct Reports

Has day-to-day oversight of the Clinical Coordinators, Registered Nurses, Enrolled Nurses and Health Care Assistants.

Purpose of the role

This is a hands-on clinical management role which supports the Home Manager to provide a safe environment for residents and other team members. The Clinical Nurse Manager (CMN) uses their knowledge and skills to provide clinical and professional management of the home and leadership to those working in clinical roles. The CMN ensures clinical resources are effectively utilised and helps drive the strategic goals of the organisation.

Key Accountabilities

Service Delivery

- Ensures their practice and the practice of others is in line with our Enliven philosophy, policy and procedures
- Supports resident independence within Eden philosophy
- Undertakes a clinical and social risk assessment on prospective residents enquiring for admission from an acute or hospice setting
- Is accountable for the acceptance of new admissions to the home
- Leads the assessment and direction of care delivery for residents and families with complex needs including communication with EPOA/Key Contact
- Proactively directs, monitors and evaluates care and support provided by the clinical team
- Formally delegates role accountabilities prior to going on planned leave.
- Listens to and communicates succinctly and accurately to residents, staff, family members and other health professionals and maintains a therapeutic relationship with residents and families.

- Leads family and residents' meetings in consultation with home manager
- Manages complaints and concerns according to guidelines and in a timely fashion
- Ensures there is regular communication with EPOA/ Key Contact regarding care or issues

Assessment and Support Plans and Documentation

- Ensures the Clinical Co-ordinators and Registered Nurses undertake timely comprehensive and accurate nursing assessments including InterRai assessments
- Monitors support plans and short-term care plans to ensure they reflect the assessed needs
- Ensures regular timely reassessments are undertaken and short-term care plans put in place as required
- Ensures that the Clinical Co-ordinators have assisted all Health Care Assistants and Enrolled Nurses to understand and deliver care according to support plans
- Monitors and ensures that all documentation is accurate and meets Enliven requirements.

Leadership and Training

- Actively functions as the clinical leader and takes responsibility for clinical decisions
- Provides direct supervision and support to Clinical Coordinators and other team members.
- Guides, mentors and coaches other team members to take responsibility for the requirements of their role
- Ensures the effectiveness of the process for informing all team members of policy, procedures and any updates
- Ensures Registered Nurses competently and effectively undertake InterRai assessments
- Complies with and ensures compliance with Enliven education and training frameworks including ensuring all team members attend mandatory training sessions
- Ensures Registered and Enrolled Nurses demonstrate achievement of Enliven Professional Development and Recognition Programmes to a competent level and receive accurate feedback and support should they wish to apply for higher levels
- Acts on concerns and complaints as directed or delegated

Quality Improvement and Risk Minimisation

- Identifies clinical and organisational risk, reports concerns to the Home Manager, and implements planned actions to ensure a safe environment for residents, families and other team members
- Responsible for safe rostering practices including skill mix, to ensure reliable and effective implementation of resident care
- Actively promotes a culture of quality assurance and improvement and role models this behaviour
- Identifies, leads and evaluates the impact of quality improvement projects
- Undertakes internal audits including QMP and QPS audits and coaches and delegates others to undertake audits
- Implements and monitors Corrective Actions from internal and external audit processes
- Ensures accurate and timely completion of all certification and other Corrective Action reports
- Contributes to clinical investigations at their own site and at other sites as requested



Senior Management of the Home

- Actively contributes to home and Enliven meetings
- Recruits and manages the performance of Clinical Co-ordinators, Registered and Enrolled Nurses
- Assists the Home Manager and Clinical Coordinators in recruiting and managing Health Care Assistants and others
- Undertakes supervision and appraisals of Clinical Coordinators and other clinical team members as agreed with the Home Manager.
- Maintains professional relationships with members of the multidisciplinary team and the NASC
- Attends regional provider meetings as delegated by the Home Manager
- Monitors the ordering, use and storage of equipment and supplies
- Ensures malfunctioning or unsafe equipment is isolated, reported and repaired in a timely manner

Health, safety and wellbeing

- Supports organisational health, safety and wellbeing initiatives
- Supports a culture of wellbeing at PSC
- Role models good health and safety practice and behaviours
- Reports all hazards, incidents, accidents and near misses
- Supports managers and the organisation in remaining compliant to health and safety legislation

Core Competencies

Competent performance in the role requires consistent demonstration of the following competencies which provide a framework for selection and development:

- The Nursing Council of NZ Competencies for Registered Nurses in Clinical Practice and Management
- Achieves and maintains Enliven Senior Nurse PDRP
- Competent to Intermediate skills with Microsoft Office Suite

Commitment to Eden Philosophy

- Eden Principles and Domains of Wellbeing are included each year in the mandatory training cycle for all staff.
- Support the creation of a Human Habitat where life revolves around close and continuing contact with plants, animals and people of all ages
- Support residents to maintain loving companionship
- Support residents to give as well as receive care
- Support and encourage residents to maintain rituals and activities which are important to them as individuals and to find meaningful activities to undertake



Taking Responsibility

- Is results focussed and committed to making a difference - setting expectations and managing performance
- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected
- Adjusts work style and approach to fit in with requirements
- Perseveres with tasks and achieves objectives despite obstacles
- Is reliable - does what one says one will
- Consistently performs role requirements correctly - following PSC and Enliven policy and procedures
- Is flexible in thinking and open to changes affecting role and conditions
- Experienced at identifying, analysing and solving problems at operational and more strategic levels

Teamwork

- Develops constructive professional working relationships with other team members
- Has an open positive manner
- 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 organisation or Home team
- Understands the impact of own role, and how that directly or indirectly supports the work of wider team and organisation

Quality and Innovation

- Provides consistent and reliable quality service to those who rely on your 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

Communication

- Practises active and attentive listening
- Explains information and gives instructions in clear and simple terms
- Willingly answers questions and concerns raised by others
- Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged
- Is confident and appropriately assertive in dealing with others
- Deals effectively with conflict



Person Specification

Qualifications

- NZ Registered Nurse with current Annual Practising Certificate
- Post Graduate Diploma or willingness to achieve same

Experience

- Registered Nursing experience in provision of care to older adults

Te Tiriti o Waitangi

Presbyterian Support Central honours te Tiriti o Waitangi, accords value to te ao Māori (the Māori world), supports kaitiakitanga (guardianship) and is responsive to the needs of Māori.

All staff are encouraged to celebrate cultural diversity in the workplace. This is about respect, engagement, and honouring all people while at the same time acknowledging the unique role of Māori as Tangata Whenua.