

## Position Description

### Unit Nurse Manager

#### Mission

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for social change.

### POSITION PURPOSE AND PRIMARY OBJECTIVES

#### Purpose

Provide sound clinical leadership to nursing and caring staff. You will be part of the management team at the Care Home and supports the Manager and will be required to deputise for the Manager / provide weekend cover.

As a registered nurse you are:

- Contractually responsible to the Facility Manager.
- Legally accountable for your actions.
- Legally accountable to work within defined scope of practice, which includes the responsibility for the direction of Enrolled Nurses and Care Workers.

#### Primary Objectives

- Provide sound clinical leadership to nursing and caring staff.
- Promote practice standards and behaviour consistent with professional and legislative expectations.
- Demonstrate sound people management, organisational and planning skills.
- Provide and supports others in providing comprehensive nursing assessment to develop, deliver and evaluate a plan of care that supports the lives and wellbeing of older people living in this residential service.





	<ul style="list-style-type: none"> <li>• Ensure all activities reflect the goals that residents have identified based on what is important to them.</li> <li>• Support the nursing / caring teams to ensure residents needs are consistently planned, prioritised and delivered in a timely manner.</li> </ul>
<p><b>Undertake staff management</b></p>	<ul style="list-style-type: none"> <li>• Recruit and select the right people, aiming always for high performing and high-valued staff.</li> <li>• Ensure training of preceptors, effective orientation, and other practices to support staff retention.</li> <li>• Actively and effectively coordinate and participate in orientation planning, delivery, and completion.</li> <li>• Ensuring a 3-month review is conducted for all new staff.</li> <li>• Organise or have oversight as needed if delegated or managed by another person, required staffing levels, rostering, staff replacement and staff organization.</li> <li>• Coordinate a fair and equitable share of workload to primary nurses and care workers for allocated residents.</li> <li>• Planning and scheduling staff leave effectively if / as delegated to you.</li> <li>• Direct and delegate Enrolled Nurses (ENs), Care Workers, and others where applicable.</li> <li>• Demonstrate understanding and application of the principles of direction and delegation.</li> <li>• Ensure nursing students are adequately supported and mentored.</li> <li>• Arrange cover for staff to allow them to attend to key tasks when appropriate.</li> </ul>
<p><b>Manage staff performance</b></p>	<ul style="list-style-type: none"> <li>• Ongoing assessment &amp; evaluation of ENs and Care Workers performance and skills around directed and delegated activities.</li> <li>• Follow up on any identified performance issue for individual Registered Nurses (RNs).</li> <li>• Liaise with RNs on any identified performance issue for ENs, Care Workers and other staff.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide advice, mentoring and support to RNs, ENs and Care Workers in a timely and constructive manner.</li> <li>• Resolve staff performance issues promptly and/or where necessary working with the Manager to resolve these.</li> <li>• Conduct formal annual appraisals for nursing / caring staff as delegated to do so.</li> <li>• Support RNs in effective and timely appraisal of other staff if delegated to them.</li> </ul>
<p><b>Ensure appropriate staff training and development is undertaken</b></p>	<ul style="list-style-type: none"> <li>• Actively drive professional development for staff appropriate to the service.</li> <li>• Implement annual staff training and individual staff learning development plans.</li> <li>• Monitor staff training to ensure staff achieve competencies, attend required training</li> <li>• Maintain accurate training records.</li> <li>• Recognise your staff members' abilities and potential. Support them to put learning into practice and support them on their career paths.</li> </ul>
<p><b>Lead the team and encourage its development</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate leadership that inspires a sense of team and a positive service environment.</li> <li>• Foster a team culture based on open communication, quality and best practice-based care and continuous improvement.</li> <li>• Inspire and empower staff to meet and exceed expectations (within their professional boundaries) and encourage leadership in them.</li> <li>• Support and encourage commitment to the 'one team' philosophy and values, and to our service philosophy.</li> <li>• Recognise, value, celebrate, and reward individual and team efforts and successes.</li> </ul>

**Relevant NCNZ Competencies**  
(Registered Nurse Scope of Practice)

**Competency 1.3**

Demonstrates accountability for directing, monitoring, and evaluating nursing care that is provided by nurse assistants, enrolled nurses, and others.

**Competency 1.4**

Promotes an environment that enables client safety, independence, quality of life, and health.

**Competency 3.3**

Communicates effectively with clients and members of the health care team.

**Competency 4.2**

Recognises and values the roles and skills of all members of the health care team in the delivery of care.

**Nursing**

**Provide nursing (clinical) leadership to the staff of the Unit, and contributes more widely within the Facility and Presbyterian Support Otago**

- Operates and is recognized as the clinical practice leader for Unit/facility.
- Contributing actively to the wider development of best practice based nursing and caring practices.

**Manage lifestyle support planning and ongoing clinical review to ensure care delivered is responsive to each resident's needs**

- For you and all other relevant staff, ensure comprehensive assessment of residents on admission, when health status changes, after an incident or accident and as part of any clinical review event.
- Ensure a collaborative development of a person-centred lifestyle support plan for residents ensuring input from resident, family/whanau, nursing/caring staff and other health providers.
- Ensuring self and others works within this plan.
- Ensuring staff work and communicate effectively with doctors to ensure residents' reviews are conducted at least 3-monthly.
- Ensure the management of 3/12 clinical reviews to maximise and ensure ongoing input from RNs, ENs, Nurse Practitioners, Allied health staff, Care workers, and resident /family/whanau.
- Provide input, oversight, and ongoing auditing for InterRai Assessments.

**Ensure the provision of nursing care that is safe, effective, and timely.**

- For yourself and other staff, ensuring the:
- Completion and documentation of comprehensive and appropriate assessment of residents, including risk assessments whenever needed.

	<ul style="list-style-type: none"> <li>• Documentation and communication of the plan of care for residents with any change to health status / after an incident or accident.</li> <li>• Review and documentation of residents progress to facilitate consistent care.</li> <li>• Administration of interventions, treatments, and medications within scope of practice and according to prescription, policy and guidelines.</li> <li>• Demonstration and role modeling of best practice in all aspects of Infection Prevention and Control.</li> </ul>
<p><b>Manage documentation</b></p>	<p>For yourself and other staff, ensuring the:</p> <ul style="list-style-type: none"> <li>• Clear documentation of all stages of support (assessing, planning, implementation, and evaluation).</li> <li>• Recording of best practice basis for care planning decisions including consequences and alternative options.</li> <li>• Documentation shows that sufficient information is provided to residents and their family/whanau to enable informed consent.</li> <li>• Development of lifestyle support plans that accurately reflect the level of care and progress of each resident.</li> <li>• Evaluation and updating of lifestyle support plans at least 3-monthly and as health status changes occur.</li> <li>• All information relating to each resident is recorded accurately against that resident.</li> <li>• Documentation in the lifestyle notes is clear and accurate, signed including designation, and dated and timed.</li> <li>• Staff always maintain privacy and confidentiality of information.</li> <li>• Actively participates in InterRai Assessment process.</li> </ul>
<p><b>Work with people in a culturally appropriate manner</b></p>	<ul style="list-style-type: none"> <li>• Ensure the application of PSO policies and procedures for supporting people of all cultural backgrounds.</li> <li>• Ensure the support of PSO's obligations as a partner to the Treaty of Waitangi/Te Tiriti o Waitangi by working together with clients, iwi, hapu, whanau and health providers, by involving clients in decision making,</li> </ul>

	<p>planning, development and delivery of services, and by protection and improvement of clients' health status while safeguarding cultural concepts, values and practices.</p>
<p><b>Manage relationships and resident advocacy</b></p>	<p>For yourself and other staff, ensure:</p> <ul style="list-style-type: none"> <li>• Everyone is working in a collaborative and inclusive manner with residents, family, whanau/friends, GPs, primary and secondary care services, and needs assessment agencies.</li> <li>• Everyone is promoting and practicing advocacy at all times.</li> <li>• Everyone has appropriate and current awareness of legislation and the roles of external agencies e.g. Privacy Act (1993), Health and Disability Commissioner's Act (1994) relevant to care of older people.</li> <li>• Constructive and open communication between management, doctors, physiotherapist, occupational therapist, dietician, pharmacist, podiatrist, chaplain, kitchen staff, household and administration.</li> <li>• Conflict is dealt with confidentially and discreetly.</li> </ul>
<p style="text-align: center;"><b>Relevant NCNZ Competencies</b> (Registered Nurse Scope of Practice)</p> <p><b>Competency 1.1</b> Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional, ethical, and relevant legislative requirements.</p> <p><b>Competency 1.2</b> Demonstrates the ability to apply the principles of the Treaty of Waitangi to nursing practice.</p> <p><b>Competency 1.4</b> Promotes an environment that enables client safety, independence, quality of life, and health.</p> <p><b>Competency 1.5</b> Practices nursing in a manner which the client determines as being culturally safe.</p> <p><b>Competency 2.1</b> Provides planned nursing care to achieve identified outcomes.</p> <p><b>Competency 2.2</b> Undertakes a comprehensive and accurate nursing assessment of clients in a variety of settings.</p> <p><b>Competency 2.3</b> Ensures documentation is accurate and maintains confidentiality of information.</p> <p><b>Competency 2.4</b> Ensures the client has adequate explanation of the effects, consequences, and alternatives of proposed treatment options.</p> <p><b>Competency 2.5</b></p>	

Acts appropriately to protect oneself and others when faced with unexpected client responses, confrontation, personal threat, or other crisis situations.

**Competency 2.6**

Evaluates client's progress toward expected outcomes in partnership with clients.

**Competency 2.7**

Provides health education appropriate to the needs of the client within a nursing framework.

**Competency 2.8**

Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care.

**Competency 3.1**

Establishes, maintains, and concludes therapeutic interpersonal relationships with clients.

**Competency 3.2**

Practices nursing in a negotiated partnership with the client where and when possible.

**Competency 4.1**

Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care.

**Health and Safety**

**As directed by your Manager, ensure compliance with all legislative, contractual, standards and internal policy requirements relating to health and safety**

**Follow through appropriately on all health & safety related incident and accident reports, and hazard notifications**

**Prepare relevant reports**

**Effective interaction with Health and Safety representative.**

**Action any maintenance requirements.**

**All equipment related to direct care activities is safely used or introduced.**

For yourself and all other staff working in the Unit/Facility, ensure that everyone:

- Works in a way that eliminates or reduces the risk of injury to yourself and others
- Promotes safety in the workplace, and provide assistance, direction and support when needed.
- Reports and documents accurately and promptly all incidents and accidents according to the incident/accidents reporting policy.
- Promptly reports new hazards or changes to existing hazards to the person in charge and discuss as needed with the H&S Representative.
- Attends compulsory in-service training (fire safety, back care, moving and handling, and cardiopulmonary resuscitation) and being aware of emergency preparedness requirements.
- Ensures all equipment used in direct resident care is correctly and safely used, maintained, and stored.
- Ensures new equipment for use in direct care activities is safely introduced with appropriate education and familiarisation with its use.
- Ensures chemicals are used and stored correctly
- Ensures all residents have a plan of care relating to moving and handling developed in conjunction with a physiotherapist where appropriate

	<ul style="list-style-type: none"> <li>• Ensures current moving and handling / transfer plan is in resident file, always displayed in resident room and adhered to by self and other staff.</li> <li>• Address concerns with moving and handling techniques, recommending, and demonstrating correct techniques for individual staff/residents and referring to the physiotherapist when needed and using equipment as per care plans and instructions</li> <li>• Carry out security procedures as required for the unit / facility.</li> <li>• Otherwise fulfilling all obligations related to each position as outlined in relevant policies.</li> </ul> <p>You will</p> <ul style="list-style-type: none"> <li>• Ensure that all Health &amp; Safety (H&amp;S) related accidents and incidents are thoroughly investigated and actioned as needed.</li> <li>• Work with the Manager and H&amp;S representative to ensure annual review of the Hazard register.</li> <li>• Promptly work with the H&amp;S representative in managing new hazards or changes to existing hazards in the workplace.</li> </ul>
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**Relevant NCNZ Competencies**  
(Registered Nurse Scope of Practice)

**Competency 1.1**

Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional, ethical, and relevant legislative requirements.

**Competency 2.5**

Acts appropriately to protect oneself and others when faced with unexpected client responses, confrontation, personal threat, or other crisis situations.

**Professional Development**

**Proactively identify and involve yourself in training and career development opportunities for all staff, and ensure your own continuous professional development**

- Attend identified core compulsory training requirements.
- For yourself and other Registered and Enrolled Nurses, support the maintenance of sufficient hours of ongoing professional development to meet NZ Nursing Council requirements for competency-based audit.
- Participate fully in your annual performance appraisal.

	<ul style="list-style-type: none"> <li>• Identify your professional development goals [ongoing and at annual performance appraisal].</li> <li>• Arrange own attendance at ongoing professional development and education to meet identified goals.</li> <li>• For yourself and other staff, attend other in service education within this or other PSO facilities to meet requirements of Health Sector Standards for certification and ensure safe and knowledgeable practice.</li> <li>• As directed by the Manager, contribute to the support of unregulated staff in gaining nationally recognized qualifications.</li> <li>• Attend Senior Nurse Forum and contribute actively.</li> <li>• Seek out and utilise experience and knowledge base of other senior and multi-disciplinary team members as well as Enliven Management team to support your learning and development and that of other staff.</li> <li>• Regularly reflecting on personal and professional effectiveness in the role and identifying ways to improve individual performance.</li> </ul>
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<p style="text-align: center;"><b>Relevant NCNZ Competencies</b> (Registered Nurse Scope of Practice)</p> <p><b>Competency 2.8</b> Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care.</p> <p><b>Competency 2.9</b> Maintains professional development.</p>	
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<b>Quality</b>	
<p><b>Continuously improve the quality of services provided.</b></p>	<ul style="list-style-type: none"> <li>• Display knowledge and compliance with Presbyterian Support policies and procedures.</li> <li>• Ensure all staff understand and comply with PSO policies and procedures, and raise concerns with staff members when required.</li> <li>• Staff actively participate in quality improvement forums, both within the Unit/Facility and more widely across PSO's SOP.</li> <li>• For yourself and other staff, ensuring and promoting participation in quality activities, e.g. audits, introduction of</li> </ul>

	<p>new products, forms or processes, and quality improvement projects</p> <ul style="list-style-type: none"> <li>• Ensure that results relevant to your Unit/Facility in the Quarterly Quality and Infection Prevention and Control Reports including Internal benchmarking sections are noted, trends identified, and appropriate action plans developed to address concerns.</li> <li>• Quality, Internal benchmarking and IPC results, analysis, and actions relevant to your Unit/Facility are discussed and minuted at an appropriate unit /facility meeting and communicated more widely across the facility as needed.</li> <li>• Incident and Accident reporting process is timely and comprehensive and improves outcomes and care by thorough investigation and identification and implementation of appropriate recommendations.</li> <li>• Ensure Incident /Accident monthly data collation and reporting is accurate and includes appropriate commentary on improvement activities.</li> <li>• Liaise as needed with IPC Nurse to ensure IPC Surveillance is accurate and timely.</li> <li>• Promptly respond to requests from Clinical Nurse Advisor and Quality Advisor for supporting information around Incident, Accident, and Infection reporting for overall benchmarking data.</li> <li>• Ensure the provision of a safe, secure, and responsive home-like environment for residents.</li> <li>• As directed by the Manager, contribute to the development and implementation of action plans to address results of resident and relative surveys.</li> </ul>
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**Relevant NCNZ Competency**  
(Registered Nurse Scope of Practice)

**Competency 4.3**

Participates in quality improvement activities to monitor and improve standards of nursing

<b>Authorities</b>	
<b>Expenditures</b>	Approves routine expenditure within approved budgetary limits.
Delegated Authority	Has delegated authority to appoint staff of any level below their own (in consultation with the Facility Manager)
<b>Expectations of all PSO Employees</b>	
<b>Communications / Interpersonal relationships</b>	<ul style="list-style-type: none"> <li>• Positive and collegial relationships are developed and maintained.</li> <li>• Verbal and written communication is at a high standard, relevant and appropriate to the audience.</li> </ul>
<b>Performance development and learning</b>	<ul style="list-style-type: none"> <li>• Active engagement with personal development review process.</li> <li>• Personal and professional development goals and objectives are established.</li> <li>• Be responsible for own ongoing education and skills required in designated role.</li> </ul>
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>• Make recommendations for improvement to services, work practices and / or workflow.</li> </ul>
<b>Health and Safety</b> <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> <li>• All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation.</li> <li>• You are expected to work safely and to actively participate in health and safety programmes in your work area.</li> <li>• All accidents or potential hazards must be reported to your direct line manager.</li> </ul>
<b>Te Tiriti O Waitangi / The Treaty of Waitangi</b> <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> <li>• As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.</li> </ul>

## Relationships

<b>Reports to:</b> Manager	<b>Direct Reports:</b> Registered Nurses, Enrolled Nurses, Care Workers
<b>Internal Relationships:</b> All Unit / facility staff Medical Practitioners Allied Health staff Quality Advisor Clinical Nurse Advisor Senior Administrator Enliven Services	<b>External Relationships:</b> Family / whanau Care Coordination Centre / NASC Assessors SDHB / Residential Care Providers Nurse Practitioner Training providers

## Person Specifications

### Qualifications/Skills

- New Zealand Registered Nurse with current practicing certificate.

### Experience/ Knowledge

- Minimum five years post registration experience, preferably in Older Persons Service.
- Experience in deputising as person in charge and/or providing clinical leadership.
- Preferably, holds a relevant tertiary qualification and committed to ongoing post grad study.

### Personal Qualities

- Excellent and proven leadership and people management skills.
- Commitment to the Enliven philosophy, best nursing practice and high-quality care.
- Well-developed and proven interpersonal skills including relationship and advocacy skills
- Excellent and proven organisational and planning skills.
- Adaptability, innovative, sensitive
- ability to manage complex and competing priorities effectively.
- A passion for working with older people and a commitment to the total well-being of the older people involved in our services
- Skills and experience in computer systems to maximise the use of technology for improved service provision.
- Can work independently and as part of a team
- Displays a conscientious and industrious work ethic
- Have the vision and ability to accommodate and drive change.

### Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

## Working Together

### Our Work

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference, and they feel valued because of this.

### Our Organisation

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and on-going support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

### Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

## Values

With the foundation of Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

