

## **REGISTERED NURSE – Integrated Operation Centre**

### **1. PURPOSE OF POSITION**

You will provide optimum care utilising nursing knowledge and skills to patients in those areas of the hospital where they have been deployed or in the performance of those tasks assigned. The area deployed to and/or those tasks assigned will change according to the needs of the hospital at any given time, at the discretion of the Duty Nurse Manager. The Pool Nurse is responsible to the Duty Nurse Manager of the day or delegate. Once deployed to an area and so long as you are directed to remain in that area, you are responsible to the Clinical Nurse Manager of that department.

The Pool Nurse portrays a positive image of Te Whatu Ora Taranaki at all times to staff, public, patients and clients.

### **2. ORGANISATIONAL VALUES**

Te Whatu Ora Taranaki our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Te Whatu Ora Taranaki values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu Te Whatu Ora Taranaki values are:

<b>Partnerships</b>	WHANAUNGATANGA	We work together to achieve our goals
<b>Courage</b>	MANAWANUI	We have the courage to do what is right
<b>Empowerment</b>	MANA MOTUHAKA	We support each other to make the best decisions
<b>People Matter</b>	MAHAKITANGA	We value each other, our patients and whanau
<b>Safety</b>	MANAAKITANGA	We provide excellent care in a safe and trusted environment

### **3. DIMENSIONS**

<b>Reports to:</b>	Nurse Manager – Nursing Directorate
<b>Number of people reporting to you</b>	nil
<b>Financial limits authority</b>	nil
<b>Operating Budget</b>	nil

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### 4. WORKING RELATIONSHIPS

External	Internal
Public and Patients	Clinical Nurse Manager – Nursing Resources Duty Nurse Manager Nursing Resource Administrator Various Unit/Department Managers Various Ward/Unit staff Allocations Staff

### 5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
<b>1. To perform nursing duties on a rostered basis to achieve optimum patient management and care</b>	<ul style="list-style-type: none"> <li>• Undertake safe and expert care of patients in the area deployed.</li> <li>• Able to undertake assessment and management of patients in a safe effective, timely and appropriate manner to maximise patient wellbeing.</li> <li>• Patient care meets the standards of nursing practice.</li> <li>• Health promotion activities are undertaken relevant to patients, and the health care setting.</li> <li>• Care is customer focused and planned with regard to ethnic, cultural, religious and other individual needs.</li> <li>• Patient management data is regularly assessed for future planning and enhancement of care.</li> <li>• Patients, and where appropriate their families, are involved in the planning of care and are kept informed at all appropriate stages.</li> <li>• Regular assessment of patient condition is undertaken.</li> <li>• The multidisciplinary team is given access to the patient to achieve maximum wellbeing.</li> <li>• The role of patient advocate is undertaken to ensure procedures and care is appropriate.</li> </ul>
<b>2. Responsible for providing quality care for patients and ensuring an excellent customer focus in all working relationships.</b>	<ul style="list-style-type: none"> <li>• Take responsibility for patient care in the ward where deployed to.</li> <li>• Function competently within skill levels in designated areas of the hospital.</li> <li>• Use assessment skills to plan and implement appropriate patient care.</li> <li>• Evaluate the effectiveness of care and treatment.</li> <li>• Co-ordinate care with other health personnel to ensure quality service.</li> <li>• Provide a friendly secure environment to overcome patient fear and stress.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Communicate with patients, relatives and staff in an open, friendly, clear, effective and helpful manner.</li> <li>• Demonstrate cultural sensitivity.</li> <li>• Maintain patient confidentiality and protect their right to privacy.</li> <li>• Update IBA, trendcare and electronic whiteboard patient information as required.</li> </ul>
<p><b>3. Environment and Facilities</b></p>	<ul style="list-style-type: none"> <li>• Maintain environment and facilities to ensure effective, quality service provision.</li> <li>• Report equipment malfunction and facilities issues to the Clinical Nurse Manager / Shift Coordinator of the ward deployed to.</li> <li>• Provide patients with a clean, tidy environment, enhancing patient and staff comfort and safety.</li> <li>• Maintain an environment which prevents spread of infection.</li> <li>• Dispose of sharps, glass and infectious material in accordance with established protocols.</li> <li>• Proactive and responsible in respect to health and safety.</li> <li>• Ensure that the equipment, and other related support infrastructure, is well maintained in your area of responsibility.</li> <li>• Regular cleaning of equipment is carried out according to requirements or as determined by the Nurse Manager.</li> </ul>
<p><b>4. Team Work</b></p>	<ul style="list-style-type: none"> <li>• Available to work in any area to which they have been orientated at any time requested by the Duty Nurse Manager (whether before or after the shift has commenced in any previously nominated area).</li> <li>• Promote the fostering of a team environment which enhances partnership and co-operation.</li> <li>• Assist in the development of new policies and procedures within the Company where appropriate.</li> <li>• Attend Company/team staff meetings where possible.</li> <li>• Demonstrate a commitment to continual improvement activities and undertake such where appropriate.</li> <li>• Develop and encourage customer focus.</li> <li>• Facilitate the appropriate exchange of patient information between the multidisciplinary team and other departments/services within the organisation.</li> <li>• Provide appropriate supervision and direction to Enrolled Nurses, and direction and supervision to Healthcare Assistants performing delegated patient</li> </ul>

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	care tasks, working within the same ward team.
<b>5. Staff Development</b>	<ul style="list-style-type: none"> <li>• Participate in regular Performance Reviews.</li> <li>• Participate in inservice education and encourage others to do so.</li> <li>• Participate in the ongoing training of staff in the advent of equipment or protocol changes as appropriate.</li> <li>• Undertake additional courses to promote personal and professional development where appropriate and in accordance with the guidelines detailed in “Orientation and Study Leave for Casual Staff”.</li> <li>• Share knowledge and skills with others, as required.</li> <li>• Maintain CPR, IV additives, and Pain Register certification plus additional components relevant to areas deployed to.</li> </ul>

<b>Organisational Accountabilities</b>	<b>Expected Outcome for all employees</b>
<b>Health Equity</b>	<p>Te Whatu Ora Taranaki strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> <li>• the Pae Ora Framework which requires: <ul style="list-style-type: none"> <li>○ Demonstrating the principles of Partnership, Participation and Protection under the Treaty of Waitangi;</li> <li>○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in Te Whatu Ora Taranaki Pae Ora Framework, Appendix I;</li> <li>○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori;</li> <li>○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy;</li> <li>○ Ensuring appropriate health literacy responses are used for effective engagement with Māori;</li> </ul> </li> <li>• You must ensure accurate ethnicity data is collected</li> </ul>

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Organisational Accountabilities	Expected Outcome for all employees
	<p>or held for patients and clients you interact with by following Te Whatu Ora Taranaki Ethnicity Data Collection Policy and procedures;</p> <ul style="list-style-type: none"> <li>You must attend the Cultural Competency training provided by and for staff of Te Whatu Ora Taranaki including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>Maintains a safe and healthy environment</li> <li>Complies with health &amp; safety policies and procedures</li> <li>Carries out work in a way that does not adversely affect their health and safety or that of other workers</li> <li>Complies with procedures and correctly use personal protective equipment and safety devices provided</li> <li>Contributes to hazard identification and management process</li> <li>Reports accurately near misses/incidents/accidents in a timely manner</li> <li>Participates in health and safety matters</li> </ul>
<b>Personal Development</b>	<ul style="list-style-type: none"> <li>Fully contributes to the individuals team performance and is committed to identify and pursue opportunities for developing new knowledge and skills.</li> <li>Participates in the performance appraisal process where personal performance and development is reviewed.</li> <li>Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.</li> </ul>

### 6. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

### 7. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for

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Nursing roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

<b>Capability</b>
<p><b>Effective Communication</b></p> <p>Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making</p>
<p><b>Decision Making/Problem Solving</b></p> <p>Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilising available resources. Is proactive and effective when problem solving is required.</p>
<p><b>Innovation/Initiative</b></p> <p>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</p>
<p><b>Resilience/Flexibility</b></p> <p>Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.</p>
<p><b>Cultural Safety</b></p> <p>Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.</p>
<p><b>Teamwork</b></p> <p>Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success.</p>

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### 8. EDUCATION

Registered Nurse with the Nursing Council of New Zealand, holding a current annual practising certificate.

### 9. SKILLS

Able to communicate effectively with all staff, patients and patients' families or care givers.  
Show mutual respect – positively contributing to the good of the department.  
Have a commitment to quality and accuracy and is keen to learn and develop new skills.  
Dedicated team player.  
Show a caring but professional manner in all aspects of work.  
Able to cope with a high and varied work load.  
Good health.  
Flexible and adaptable, and prepared to move from department to department and work within own skill levels to best meet the needs of the organisation.  
Keen to learn new skills.

### 10. EXPERIENCE

A broad background of acute medical/surgical nursing.  
Previous experience in an ICU/HDU setting.  
Knowledge of Tikanga Maori.