

Position Description

Registered Nurse - Acute Care

Reports to

Team Leader Acute Care

Business Area

Clinical Nursing Leader 24 Hour Surgery

Position Purpose:

Pegasus Health 24 Hour Surgery is committed to providing a high-quality, twenty-four-hour service to the people of Christchurch. Patients present with a wide spectrum of conditions and the emphasis is urgent care.

The Registered Nurse, Acute and Observation area works within a multi-disciplinary environment delivering a high standard of professional nursing care to patients presenting at the 24-Hour Surgery. Patients are then returned to their regular practitioner for their primary care.

Key Relationships

Internal:

- + Team Leader Acute Care
- + Clinical Nurse Leader
- + Clinical Director
- + Operations Manager
- + Health Care Assistants
- + Medical Officers
- + Reception
- + Facility Assistants
- + Administration Staff
- + Acute area & Acute Demand nursing teams
- + Pegasus Health employees

External:

- + General practices
- + Christchurch Public Hospital staff
- + General Public
- + Other health providers

Key Responsibilities

Customer service excellence and relationship management

- Has a strong customer service focus and willingness to meet the requirements of the surgery.
- Delivers a responsive and efficient nursing service by developing strong relationships with Pegasus staff, general practice teams and other healthcare providers.
- Shows strong listening and sensing skills with patients.
- Communication is clear and open, and confidentiality is always maintained.
- Acts as a role model for professional behaviour in all working relationships.
- Communicates proactively with patients, medical colleagues and general practice teams in a professional and a timely manner.
- Respect and sensitivity towards patients, their families and other members of the team, is developed and maintained.
- Process issues are diagnosed and treated.
- Any complaints from patients are responded to promptly following current processes.
- Understands privacy obligations and follows privacy procedures and process.

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| To provide a high standard of professional nursing practice that is contemporary, and patient focused | <ul style="list-style-type: none"> Nursing practice is safe, meets current regulation requirements, and is effective and responsive to the needs of the patients and their families / whanau. Up to date knowledge and clinical skills are used to oversee nursing processes and ensure quality patient care is implemented using best practice. Demonstrates a responsive and supportive attitude to patients by evaluating the client's response to interventions / treatments and monitors decisions, taking remedial action as necessary. Competent in nursing assessment and monitoring the condition of patients. Certified in emergency protocols including NZRC ACLS Core Advanced. Competent in managing a wide range of patient conditions across all age ranges. Take a team-based approach that ensures a patient-centric experience by prioritising patient flow. |
| Communication To ensure information is conveyed fluently and accurately. | <ul style="list-style-type: none"> Shows strong listening and sensing skills. Acts as a role model for professional behaviour in all working relationships. Communication is clear and open, and confidentiality is always maintained. Constructive communication with other team members contributing to a consistently high standard of professional nursing practice. Respect and sensitivity towards patients, their families and other members of the team, is developed and maintained. Respect patient privacy needs and choices. |
| Collaboration / Professional Practice To support regular meetings with all members of the team and other key people who are involved in the delivery of Acute Care in the community and observation unit. | <ul style="list-style-type: none"> Attends required briefings and meetings that take place with the team members. Takes responsibility for contributing to team meetings and clinical development as part of the team. |
| Continuous Improvement / Quality | <ul style="list-style-type: none"> Contribute to the ongoing continuous improvement of our systems and processes. Complaints, incidents and hazards are effectively reported and managed as per Pegasus Health policies and procedures. |
| Leadership | <ul style="list-style-type: none"> Consistently acts as a positive role model, clearly communicate and reinforcing our values. Showcases personal leadership through using technical & professional expertise, solving problems & analysing issues and practicing self-development. |
| Self-Development | <ul style="list-style-type: none"> Takes responsibility for personal development and continually develops own professional expertise. |
| Information Security | <ul style="list-style-type: none"> Understand and comply with Pegasus Health's information security policies. Support continuous improvement to our information security policies and procedures. |
| Health and Safety | <ul style="list-style-type: none"> Comply with responsibilities under the Health and Safety at Work Act 2015. |
| The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time with your manager subject to provision of appropriate training. | |

Qualifications and Technical Skills:

Essential

- NZ Registered Nurse with current APC.
 - Phlebotomy, IV therapy, Cannulation, ECG taking and basic interpretation, wound management, nursing assessment, Catheterisation and CPR. Some specific skills training may be undertaken as part of the Orientation/Induction period.
 - Computer literacy including ability to work with data bases.
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Experience:

Essential

- Three or more years post nursing registration experience
- Experience with patient management systems and databases.
- Knowledge and understanding of research findings to support evidence-based practice.

Desirable

- Leadership experience as a shift leader is preferred.
 - Acute, emergency or community nursing experience.
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Personal Attributes:

- Genuine care for upholding a positive culture and excellent communication.
 - Well-developed problem solving and critical thinking i.e., willingness to develop new approaches to caring for people in an Urgent Care setting.
 - An understanding and sensitivity to other cultures.
 - An understanding of vulnerable patient's needs.
 - Demonstrates a commitment to quality.
 - Well-developed written and verbal communication skills.
 - A demonstrated team player.
 - A commitment to the philosophy of nursing care enabling people to be cared for in their community.
 - Flexible, adaptable and embraces change
 - Well-developed relationship building skills with the demonstrated ability to build effective working relationships in the community and with other healthcare providers.
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Te Tiriti O Waitangi

Pegasus Health is committed to Te Tiriti O Waitangi and the application of its principles and intent.

Our Purpose

That all people living in Canterbury lead healthy lives

Our Role

Together making Canterbury the best place to receive and provide primary care

Pegasus Values

Our values guide how we interact with people within and outside of Pegasus. Our people, purpose, values and culture ensure we work successfully with communities, partners and each other and make us Pegasus Health. **Manaakitanga** underpins everything we do.

- We are **inclusive** every voice is important to us
 - We act with **integrity** doing what is right
 - We **connect**, together we succeed
 - We **strive** for better everyday
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