

Position Description

Team Leader - Acute Care Nursing

Reports to
Clinical Nurse Leader

Business Area
24 Hour Surgery

Position Purpose:

The purpose is to work within a collegial environment providing a high standard of professional leadership & nursing practice to the acute care nursing teams and to provide a high standard of professional nursing practice including skilled incident and emergency care to patients presenting at the 24-Hour Surgery

The focus of the Acute Care Nursing Team Leader is on enhancing clinical practice and as a representative of the wider management team, being the 'first point of contact' for nurses working in the acute area.

Pegasus Health 24 Hour Surgery, a division of Pegasus Health (Charitable) Limited is a company 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 on incident care.

The Acute Care Nursing Team Leader leads the Acute Care team who provide a nursing service to patients who present at the 24-Hour Surgery with a wide spectrum of conditions with a higher percentage of accident cases and emergency medical problems than that experienced in a general practice. The emphasis in this role is on incident care as all patients are assessed, treated, and then referred back to their regular practitioner for on-going care.

Dimensions

Direct reports: The Acute Care Nursing Team Leader has approximately 20 full time and casual employees in their area of responsibility.

Budget responsibility: Nil

Key Relationships

Internal:

- 24HS Staff
- PHCL Staff
- General Practice

External:

- General Practice
- St Johns
- Relevant CDHB Departments
- Family/whanau support as requested by clinical care plan

Key Responsibilities

Leadership of the acute care team

- The Acute Care Nursing Team Leader is expected to be competent in all aspects of nursing and health care in addition to providing leadership for nursing practice and acting as a resource for the Clinical Nursing Director and the wider senior management team of the 24-Hour Surgery.
- Provide nursing leadership and mentoring of the acute care team. This includes participation in the process of conducting performance development plans of nursing staff.
- Act as a liaison between the team and the senior management of the 24-Hour Surgery.
- Actively contribute to the strategic planning and service development of the acute care team.
- Liaison with the Clinical Nursing Director to identify training needs, and to promote relevant professional development activities.
- Assist the Clinical Nursing Director to investigate and follow up on nurse related complaints and the monitoring of clinical standards as

	<p>a part of the wider audit programme operated by the 24-Hour Surgery Audit Committee.</p> <ul style="list-style-type: none"> • Provide input into the nursing rostering schedule and involvement in the processes of Time Target. • Monitoring of laboratory result follow up against approved guidelines. • Assist with organisation of, and participate in, Nurse Meetings and in rotation represent acute care nursing issues at the Senior Management Meetings. • Work with acute nursing colleagues nominated to supervise nursing students. • Assist acute care nursing colleagues with supervision & preceptorship of new staff. • Utilise and assist team members using patient management systems for the collation of data and up-to-date detailed patient records.
Customer service excellence and relationship management	<ul style="list-style-type: none"> • Has a strong customer service focus and willingness to “go the extra mile” to meet the requirements of the practice. • 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.
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. • Expert knowledge and clinical skills are used to oversee nursing processes and ensure patient care is implemented using best practice to ensure patient outcomes are maximised. • Demonstrates a responsive and supportive attitude to patients by evaluating the effectiveness of the client's response to interventions/treatments and monitors decisions, taking remedial action as necessary. • Competent in nursing assessment, triage and regular surveying of the patient waiting areas to monitor the condition of patients. • Competent to advise patients who telephone up with health enquiries. • Competency in emergency protocols including Level 5/6 CPR and resuscitation techniques. • Competent in managing acute cardiology conditions, anaphylaxis, acute respiratory conditions, wound management, orthopaedic and trauma.
Use of patient management systems	<ul style="list-style-type: none"> • Competently manage the patient information system.
Commercial acumen	<ul style="list-style-type: none"> • Accountability for the use of medical consumables • Awareness of the fee paying nature of the business in relation to patients' fee for service to support the business functionality of the 24-Hour Surgery. • An awareness of contracts with ACC and Acute Demand.

Continuous improvement	<ul style="list-style-type: none"> Communicate and collaborate with the Clinical Nursing Director, Medical Director, and Acute Demand Clinical Director where changes to practice are indicated and assist in the implementation of new processes and procedures alongside these colleagues, in conjunction with the Operational Manager (24HS).
Leadership	<ul style="list-style-type: none"> Provide effective leadership and direction to the team to ensure achievement of operational activity. Managing performance and development of team members including having regular performance conversations and reviews; setting performance objectives and track progress against these; setting development plans; and providing coaching and guidance as required. Preparation of budgets, business plans and performance indicators. Consistently acts as a positive role model, clearly communicate and reinforcing our values.
Personal and professional development	<ul style="list-style-type: none"> Personal professional development is actively pursued by active participation in appropriate in-service and post graduate education, reading relevant literature or seeking other resources to display best practice nursing. Provide advice and expertise to the Nursing Director and Nurse Educator to influence nursing training and development. Advice and support provided for staff in developing the PDRP process. Alongside senior nursing leaders provides one-on-one input with nurses and health care assistants where a practice development need is identified in their performance development plan. Support the implementation and development of Pegasus Health/CDHB wide educational activities such as post-graduate study, PDRP, and NETP programmes.
Cultural Awareness	<ul style="list-style-type: none"> Work in a way that recognises and responds to the physical, spiritual, social and cultural preferences of staff and patients who identify as Maori, Pacific and other ethnicities
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.
<p>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.</p>	

Qualifications and Technical Skills:

Essential

- Be registered with the Nursing Council of New Zealand as a Registered Nurse with current APC
- Have a commitment to relevant post-graduate nursing qualification or equivalent (either completed or currently underway).
- PDRP- Proficient level (completed or submission process underway).
- Advanced health assessment skills evidenced by completion of a formalized course.
- Competent and confident user of IT systems
- Demonstrate ability to prioritise and manage the role requirements and fluctuating workloads in a busy, pressured environment
- Demonstrate a commitment to staff development and research-based practice
- Promotes accountable nursing practice
- Assists in creating a team culture that supports a drive for change and continuous improvement
- Have the vision and ability to accommodate change in line with Pegasus Health's vision and values

Experience:

Essential

- At least five years post graduate experience spanning a broad range of acute clinical nursing practice
- Knowledge and understanding of research findings to support evidence-based practice
- Demonstrates leadership experience and/or experience supervising staff.

Personal Attributes:

- A good approach to work, showing flexibility, prioritising, time management and a shared purpose.
- Highly effective interpersonal skills with the ability to build trusted relationships with staff to coach and mentor them
- High level of personal initiative and a strong quality focus on results
- An understanding and knowledge of the procedures & policies developed by Pegasus Health 24 Hour Surgery.
- A passion for improving patient centred care
- Possess high levels of self-awareness and an empathetic, caring and professional approach.
- Good judgment in assessing situations and developing appropriate solutions to problem solve.
- A positive attitude and confidence in self. Taking responsibility for the work done and having fun while doing it.
- Uses their emotional intelligence to guide their thinking and behaviour
- Good team spirit. Ability to get on with other staff and work as a supportive team member, developing, directing, motivating the team to empower them and align them to purpose.
- The confidence to apply knowledge and experience gained to practice and grasping opportunities to improve knowledge. Aiming to teach others and/or make improvements to practices.
- Well-developed problem solving and analytical skills i.e. willingness to develop new approaches to caring for people with chronic illnesses who require additional support during mild acute exacerbations.
- Recognises the constant nature of change and applies a flexible approach
- A commitment to the philosophy of nursing care and respectfully empowering people to take more responsibility for their own health including an understanding of disability issues.
- Clear and effective written and verbal communication skills and a demonstrated ability to relate to a wide range of healthcare professionals.
- An understanding and sensitivity to other cultures.

Reference Nursing Council of New Zealand Professional Code of Conduct

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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