

POSITION DESCRIPTION

POSITION TITLE: Registered Nurse – Primary & Urgent Care

RESPONSIBLE TO: Clinical Services Manager

LOCATION: Nursing position based at Whanganui Accident and Medical (WAM), to assist in the provision of team based primary appropriate accident and medical care, and engages with other providers and disciplines in individual patient care planning to ensure best practice outcomes.

HOURS:

RELATIONSHIPS:

Internal

Clinical Director
Business Manager
General Practitioners
Practice Nurses
Whānau Ora Navigator
Kaiāwhina
Enrolled Nurses
WRHN patient support
Reception/administration staff
Other health providers

External

Patients, families and community
Health NZ Services including;
Emergency Department, Radiology Dept
MedLab
Physiotherapy Services
Occupational Therapy Services
Social Worker / Counsellor Services
Other community agencies and health providers

PRIMARY OBJECTIVE

To provide safe nursing care in line with the Nursing Council of New Zealand (NCNZ) (2007) Competencies for the Registered Nurse, with the aim of reducing health inequalities, creating a sustainable, culturally competent health model, achieving improvement in population health and chronic care management.

EMPLOYING ORGANISATION

Whanganui Accident and Medical is a 'not for profit' limited liability company and a subsidiary company of Whanganui Regional Health Network (WRHN). The clinic is governed by a Board of Directors. The Practice Nurse will be responsible and accountable to the Clinical Nurse Lead, Whanganui Accident and Medical.

ORGANISATIONAL VALUES

WRHN have service values that are expected to be upheld in all the subsidiary clinics. These values should drive recruitment, retention, and development strategies for our workforce at WAM to ensure the right service, right time, right place, and the quality of the service delivered always meets best practice standards.

Our VISION

To improve, promote and protect the health of individuals and whānau, enhancing the future wellbeing of our community

Our MISSION

To strengthen access to quality integrated healthcare and empower whānau and community to achieve equitable health outcomes

Our VALUES

Aroha / Rangimarie

Showing compassion and empathy

Kaupapa-ā-lwi

Working collaboratively with the community

Kotahitanga

Unification - working together for the best outcomes

Manaakitanga

To support, care about or watch over someone

Mana Tangata

Upholding the integrity of all people in our community

Piki Te Ora

Uplifting your wellbeing, spiritually and physically

Tikanga / Kawa

Acknowledging the protocol of Marae, land and lwi

Whanaungatanga

Being inclusive of and embracing people of all backgrounds and ethnicities as whanau



Whanganui Regional
Health Network

Ma iti ma rahi ra rapa te whai
Working together we will achieve

KEY TASKS

All members of the Whanganui Accident and Medical workforce must consider the health needs of clients and their families/whānau across the continuum of care to improve the health of the population.

The Practice Nurse is an experienced nurse who practises both independently, and in collaboration with other health care professionals, to assess and manage people's health needs, promote health, and prevent disease.

Practice Nurses provide a range of treatment interventions acting under Standing Orders and clinical guidelines for the management of potential or actual health needs, work in partnership with individuals, families, whānau within the clinic setting, and provide services that are culturally competent.

1. Clinical Performance

Maintains standards of clinical practice within the clinic:

Assessment skills

- Demonstrates effective assessment skills and recognises the need for improved practice and ensures appropriate actions are taken.

Planning

- Plans opportunities to improve safety and effectiveness of care delivery.
- Engages other providers and disciplines to participate in individual patient care planning processes, particularly for patients with complex health problems.

Clinical Practice

- Maintains a high quality of nursing practice to ensure best practice outcomes.
- Application of the Treaty of Waitangi principles and culturally appropriate care delivery is an expected outcome for all clinicians.
- Clinical protocols and guidelines guide clinical practice. The Practice Nurse will participate in the development of clinical protocols in consultation with the WAM team, and be accountable for the implementation and quality monitoring of their own clinical practice to ensure ongoing effectiveness.

2. Departmental Management and Efficiency

Effectively coordinates resources to ensure a high-quality cost-effective service is provided:

- Manages own workload according to patient care priorities and resources
- Is aware of and supports other team members in the management of clinical workloads
- Evaluation – will be involved in the evaluation processes measuring the effectiveness of clinical care delivery.
- Actively contributes to a positive team culture, supporting colleagues across nursing, administration, and medical disciplines to maintain effective patient flow and service delivery.

3. Quality Management

- Advanced clinical care will be delivered through maintenance of and continued development of quality systems.
- Compliance with the ACC Urgent Care Standards, Accreditation tool for Accident and Medical Clinics and the ACC Preferred provider contract. These are key outputs for the clinic and the clinical team will participate in maintaining these objectives.
- Actively participates in accreditation, audits, and incident reviews to ensure continuous improvement in patient safety and service quality.

4. Key Accountabilities – WAM Context

- Support the delivery of safe and timely care within the shared WAM/ED waiting area, escalating deterioration and managing patient flow.
- Participate in nurse-led assessment and treatment in accordance with Standing Orders and clinical protocols.
- Contribute to the triage process and prioritisation of patients presenting to WAM.
- Work collaboratively with ED, WRHN, and other primary care services to ensure appropriate redirection and continuity of care.
- Support cultural safety and equity initiatives, embedding Māori health principles and Whānau Ora approaches in daily practice.
- Participate in audits, data capture, and continuous quality improvement activities.

5. Occupational Health and Safety

The Practice Nurse will be responsible and accountable for complying with the Health and Safety in Employment Act within the Clinic and will be required to participate and contribute to achieving identified objectives within the documented Whanganui Regional Health Network Health and Safety plan including (but not restricted to);

- Hazard identification, control, management and monitoring.
- Accessing and comprehending the information provided to staff.
- Report accidents / incidents and potential harm situations as per protocol.
- Follow Infection Control policy and guidelines.
- Ensure own clinical practice methods are safe and align with best practice guidelines.

PERSON SPECIFICATION

Qualifications

Registered Nurse with a current practicing certificate or Registered General and Obstetric Nurse with;

- Proven assessment skills
- Minimum of one year's post registration clinical experience in secondary or primary health care setting
- Up to date portfolio or commitment to obtain within six months of employment
- Life skills which include a good understanding of community inequalities
- Desire to make a difference and achieve improved health outcomes for clients
- Desire to strengthen working relationships across all health care services
- Computer Literacy
- Interpersonal and time management skills
- Demonstrated ability to participate in and develop team work through mutual respect – positively contributing to the good of the clinic including other colleagues within the triage and reception function
- A commitment to quality improvement
- Demonstrates awareness and knowledge of relevant legislation (for example, Treaty of Waitangi, Code of Health and Disability, Health Practitioners Competence Assurance Act, Privacy Act, Occupational Health and Safety Act)
- Current triage qualification (CENNZ) or a commitment to obtain
- Preceptorship certificate or equivalent or a commitment to obtain
- ACLS level 6
- A commitment to participate in the completion of postgraduate studies

Desirable

- Experience and/or qualification in triage assessment in an emergency department or an Accident and Medical setting.
- Knowledge of Medtech Evolution.
- Post basic nursing certification / courses and / or intention to participate in further primary health / accident education programmes and personal development education, relevant to the implementation of an effective, high quality primary health clinic.
- Demonstrates a comprehensive knowledge of community services, resources and organisations and actively supports patients to use them.
- Current smear takers qualification or a commitment to obtain
- Current vaccinator's certificate or a commitment to obtain

CULTURAL AND EQUITY COMPETENCE

- Demonstrates understanding of Te Tiriti o Waitangi and its application within clinical practice.
- Contributes to WAM's cultural safety framework and participates in ongoing equity training.
- Supports whānau-centred care and advocates for equitable access to services for Māori and priority populations.

PHYSICAL ATTRIBUTES

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Whanganui Accident and Medical will make all reasonable efforts to provide a safe and healthy work place for all, including persons with disability. Physical attributes identified for this position include;

- Ability to function in rapidly changing and demanding conditions when required.
- Hearing capacity and speech should be sufficient to communicate with clients and caregivers.
- Ability to wear face masks and rubber gloves for protection against infectious disease.
- Absence of a health condition which could increase appointee's susceptibility if exposed to infections more frequently than usual.
- Skin condition should allow frequent contact with water, soap/disinfectant soap, chemicals and latex rubber.
- The appointee must not have infection or colonisation with MRSA.
- The appointee must not have a health condition that will put others at risk.
- A degree of physical capacity is required sufficient to enable standing, walking, sitting, stretching, twisting bending and lifting/moving weights up to and above 15 kilograms frequently.
- Visual ability sufficient to safely administer medication, removes sutures, assess patient status
- Successful interviewees will need to provide evidence of their "Hepatitis B" status and recent documented MRSA clearance.

Every effort has been made to outline requirements clearly. Enquiries from any potential applicant who has any uncertainties about their ability to fulfil these physical requirements, or enquiries relating to a specific issue, are welcome.

Registered Nurse Scope of Practice **(Under the Health Practitioners Competence Assurance Act 2003)**

Registered Nurse

Registered nurses in Aotearoa New Zealand incorporate knowledge, concepts and worldviews of both tangata whenua and tangata tiriti into practice. Registered nurses uphold and enact ngā mātāpono – principles of Te Tiriti o Waitangi, based on the Kawa Whakaruruhau framework and cultural safety, promoting equity, inclusion, diversity, and rights of Māori as tangata whenua. These concepts also relate to Pacific peoples and all population groups to support quality services that are culturally safe and responsive.

Registered nurses are accountable and responsible for their nursing practice, ensuring that all health care provided is consistent with their education, assessed competence, relevant legislative requirements, and is guided by the Nursing Council of New Zealand's standards for registered nurses.

Registered nurses use substantial scientific and nursing knowledge to inform comprehensive assessments, determine health needs, develop differential diagnoses, plan care and determine appropriate interventions. Interventions are evaluated to assess care outcomes based on clinical judgement and scientific and professional knowledge. Registered nurses practice independently and in collaboration with individuals, their whānau, communities, and the interprofessional healthcare team, to deliver equitable person/whānau/ whakapapa-centred nursing care across the life span in all settings.

Registered nurses may also use their expertise in areas and roles such as leadership, management, education, policy and research. Conditions may be placed on the scope of practice of some registered nurses, dependent on their qualifications and/or experience, limiting them to a specific area of practice. Nurses who have additional experience and have completed the required education will be authorised by the Council to prescribe some medicines within their area of practice and level of competence.

Registered nurses are responsible and accountable for directing and delegating to members of the healthcare team. Registered nurses provide support and guidance to enrolled nurses.

Registered Nurse Scope of Practice now incorporates the article of Te Tiriti o Waitangi:

- **Kāwanatanga (Governance):** Nurses foster partnerships with Māori and embrace diverse cultural perspectives in healthcare governance.
- **Tino rangatiratanga (Self-determination):** Nurses support Māori autonomy and ensure that care is inclusive of all identities and backgrounds, upholding the right to self-determination.
- **Ōritetanga (Equity):** Nurses are responsible for addressing health inequities and ensuring equal access to high-quality care for all communities.
- **Wairuatanga (Spiritual freedom):** Holistic care is essential, recognising the spiritual and cultural dimensions of health for Māori and other diverse groups.

REGISTERED NURSE STANDARDS OF COMPETENCE

There are six pou (standards) for the registered nurse standards of competence. These pou describe the competence required to practice safely as a registered nurse in New Zealand. Evidence of safety to practice as a registered nurse is demonstrated when the applicant meets the following pou:

Pou one: Māori health

Reflecting a commitment to Māori health, registered nurses must support, respect and protect Māori rights while advocating for equitable and positive health outcomes. Nurses are also required to demonstrate kawa whakaruruhau by addressing power imbalances and working collaboratively with Māori.

Pou two: Cultural safety

Cultural safety in nursing practice ensures registered nurses provide culturally safe care to all people. This requires nurses to understand their own cultural identity and its impact on professional practice, including the potential for a power imbalance between the nurse and the recipient of care.

Pou three: Whānaungatanga and communication

A commitment to whānaungatanga and communication requires registered nurses to establish relationships through the use of effective communication strategies which are culturally appropriate, and reflect concepts such as whānau-centred care, kawa whakaruruhau and cultural safety. An understanding of the need for different forms of communication enables the nurse to influence the interprofessional healthcare team, advocate for innovative change where appropriate and influence the direction of the profession.

Pou four: Pūkengatanga and evidence-informed nursing practice

Pūkengatanga and evidence-informed nursing practice requires registered nurses to use critical thinking strategies informed by cultural and scientific knowledge to provide quality, safe nursing care. Evidence-informed knowledge prepares and supports the nurse to undertake assessment, differentially diagnose, identify appropriate interventions, plan care, lead the implementation and ensure that practice is constantly evaluated.

Pou five: Manaakitanga and people-centredness

Manaakitanga and people-centred care requires nurses to demonstrate the values of compassion, collaboration and partnership to build trust and shared understanding between the nurse and the recipient of care – people, whānau or communities. These values underpin acceptable and effective decision-making related to the provision of care and appropriate interventions and ensure the integration of beliefs and preferences of people and their whānau.

Pou six: Rangatiratanga and leadership

Rangatiratanga in nursing practice is demonstrated when nurses proactively provide solutions and lead innovation to improve the provision of care. Rangatiratanga requires all nurses to act as change agents and lead change when appropriate. Fundamental to the integration of rangatiratanga is the need for nurses to act as independent thinkers and intervene, speak out, advocate and follow processes to escalate concerns on behalf of, or supporting, recipients of care or team members.

TASKS

POU	Key Performance Indicators
Tahi: Māori Health	- Engages in ongoing professional development related to Māori health and the relevance of Te Tiriti o Waitangi articles and principles - Advocates for health equity for Māori in all situations and contexts - Challenges racism and discrimination in the delivery of nursing and health care - Uses Te Reo and incorporates tikanga Māori into practice
Rua: Cultural Safety	- Practices culturally safe care which is determined by the recipient - Can describe the impact of colonisation and social determinants on health and wellbeing - Engages in partnership with individuals, whānau and communities for the provision of health care - Advocates for individuals and whānau by including their cultural, spiritual, physical and mental health to provide whakapapa-centred care - Contributes to a collaborative team culture which respects difference, diversity, including intersectional identities, and protects cultural identity by acknowledging differing worldviews, values and practices
Toru: Whānaungatanga and communication	- Uses appropriate assessment strategies to determine the language and communication needs (verbal and non-verbal) of people, whānau and communities - Incorporates professional, therapeutic and culturally appropriate communication in all interactions - Communicates professionally to build shared understanding with recipients of care, their whānau and communities - Promotes health literacy by using communication strategies to assess health-related knowledge, provide information and evaluate understanding - Ensures documentation is legible, relevant, accurate, professional and timely - Understands and complies with professional, ethical, legal and organisational policies for obtaining, recording, sharing and retaining information acquired in practice - Uses digital and online communication as appropriate - Provides, receives and responds appropriately to constructive feedback

Whā: Pūkengatanga and evidence-informed nursing practice	• Undertakes comprehensive assessments to develop differential diagnoses and inform the plan of care • Understands the range of assessment frameworks and uses the appropriate framework for the practice setting Implements and evaluates effectiveness of interventions and modifies the plan accordingly • Understands cultural preferences for treatment, such as the use of Rongoā, and supports integration into care • Demonstrates digital capability and online health literacy to support individuals, whānau and communities to use technology for managing health concerns and promoting wellbeing • Identifies, assesses and responds to emerging risks and challenging situations by adjusting priorities and escalating to the appropriate person
Rima: Manaakitanga and people-centred care	• Demonstrates the values of compassion, collaboration and trust that underpin manaakitanga and people-centred care • Upholds the mana of individuals, whānau and the nursing profession by practicing manaaki, kindness, honesty and transparency of decision-making in practice • Ensures integrated relational and whakapapa-centred care to meet the needs of people and whānau • Facilitates opportunities for people and whānau to share their views and actively contribute to care planning, decision-making and related interventions
Ono: Rangatiratanga and leadership	• Actively contributes to a collaborative team culture of respect, support and trust • Demonstrates understanding of professional and ethical responsibilities and adheres to the Nursing Council of New Zealand Code of Conduct, relevant legislation and organisational policies and procedures in practice • Engages in quality improvement • Identifies and responds appropriately to risk impacting the health, safety and wellbeing of self and others to practice safely • Understands the impact of healthcare provision on global and local resources, demonstrates and supports the constant assessment and improvement of sustainability practices

The above Competencies for the Registered Nurse Scope of Practice will be evaluated through confirmed assessment on the Professional Development & Recognition