

## POSITION DESCRIPTION – CLINICAL NURSE MANAGER

**Reports to:** Clinical Services Manager

**Direct Reports:** Oncology Nurses and Clinic Assistants

**Key Relationships:** Lead Pharmacist, Nurse Specialists, Nurse Practitioner, Nurse Educator, Oncology Nurses, Clinical Quality and Risk Officer

### CORE Values:

WE  
**COLLABORATE**

Share the workload  
Support one another  
Share clear goals  
Take ownership  
Follow through  
Be inclusive



WE  
**ASPIRE**

Professional ethics  
Be knowledgeable  
Continue education  
Take personal responsibility  
Show integrity  
Strive for gold standard



WE  
**RESPOND**

Show empathy and compassion  
Honest and transparent communication  
Accessible and present  
Personalise service  
Go the extra mile  
Focus on family



WE  
**EVOLVE**

Pioneer new solutions  
Be curious  
Be nimble  
Keep the edge  
Be flexible to meet patient needs  
Look for improvements



### PURPOSE OF POSITION:

They will be a visible presence and will focus on supporting nursing staff to deliver a high standard of patient care, specifically:

- To support the delivery of safe, high- quality and compassionate patient care.
- Role model professional behaviour and monitor staff compliance with local policies and legal requirements.
- Act as a preceptor/facilitator/mentor for clinical staff.

### KEY ACCOUNTABILITIES:

#### Clinical

- Act as an advocate for the patient, providing them with information and directing them to the relevant support services where appropriate.
- Assess, plan and deliver care programmes that accommodate the complex and changing health & wellbeing needs of the patient.
- Have specialist oncology/haematology expertise and to develop the service provision to benefit patients.
- To be responsible for ensuring that care is provided according to recognised evidence-based practices.
- Aware of the Code of Rights and implications for practice.

#### Communication

- Ensure the use of effective communication with the patient and their relatives/carers.
- Develop and apply advanced communication skills in order to convey complex and sensitive information effectively to patients, carers and other staff.
- Ensure clinical records and documentation are maintained accurately.
- Assist patients to gain access to health and social care, information and support relevant to their needs.
- Maintain patient confidentiality.
- Maintain professional boundaries and working relationships with patients and colleagues.

### **Leadership**

- Be an innovative and enthusiastic role model providing leadership, guidance, and advice to staff on operational and professional issues promoting an open honest and transparent culture. Professional and promote a positive image.
- Coordinate the day to day running of the clinic.
- Supervise and support team members and ensure that all patients receive appropriate care.
- Assess and monitor staffing requirements and report problems to the Clinical Nurse Manager.
- Conduct annual salary and performance reviews with your direct reports with provision for regular, informal team meetings and individual check ins throughout the year..

### **Education and development**

- Be appraised at least annually and contribute to own personal development plan.
- Be responsible for developing and sustaining own knowledge, clinical skills and professional awareness in accordance with CPD requirements and maintain a professional portfolio.
- Help maintain a suitable learning environment for staff and act as a facilitator in the supervision and teaching.
- Develop own teaching skills and participate in staff education programmes that develop competence and performance.
- Work closely with the Nurse Educator to induct new staff.
- Participate in clinical supervision as appropriate.
- Help maintain a suitable learning environment for staff.

### **Health and safety**

- Take personal responsibility for promoting a safe environment.
- Minimise hazards in the working area, report any identifiable hazards to the line manager and adhere to all safe systems of work applicable to the work area.
- Maintain an environment that is conducive to safe, therapeutic and ethical practice.
- Ensure the safe storage and administration of drugs in accordance with Canopy policy and legal requirements.

- Ensure that infection control policies and procedures are adhered to.

**Quality assurance, compliance and risk management**

- Assist in the development, review, implementation and monitoring of nursing practice standards, guidelines, protocols, and policies.
- Contribute to setting and monitoring measurable standards of care and be accountable for maintaining standards.
- Uphold quality initiatives that improve patient care.
- Be actively involved with the planning and undertaking of clinical audit and quality improvement initiatives.
- Assist the Clinical Services Manager with managing patient complaints/concerns at a local level escalating to the Clinical Quality and Risk Officer when required.
- Be actively involved with the planning and undertaking of clinical audit and quality improvement initiatives.

**QUALIFICATIONS AND EXPERIENCE:**

ESSENTIAL	GOOD TO HAVE
<ul style="list-style-type: none"> <li>• Current Registration with Nursing Council of New Zealand as a Registered Nurse</li> <li>• Experience working in a clinical leadership, clinical coach, or senior nursing role</li> <li>• At least 3 years clinical experience in Oncology/Haematology</li> <li>• Cytotoxic certified</li> </ul>	<ul style="list-style-type: none"> <li>• Post graduate leadership/advanced nursing qualifications or working towards post graduate leadership qualifications.</li> </ul>

**KEY COMPETENCIES:**

ACHIEVEMENT	<ul style="list-style-type: none"> <li>• Works to the standards and targets set by manager. Demonstrates commitment to doing the job well and right.</li> <li>• Checks own work for required quality, striving to do things right first time and meeting quality and performance targets.</li> <li>• Shows a strong commitment to meeting targets and can demonstrate achievement of these. Makes decisions, sets priorities and selects targets that achieve organisational performance requirements.</li> <li>• Shows innovation in taking new approaches to improve organisational performance.</li> <li>• Demonstrates initiative by identifying or anticipating opportunities and problems up to five years ahead, proactively assessing options and recommending/implementing appropriate responses.</li> <li>• Organises work of self and others by managing time, resources and workload to achieve end goals and priorities. Tracks and monitors work performance, taking action to address issues that</li> </ul>
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INFLUENCE & SERVICE

might undermine achievement of targets. Manages multiple tasks and projects effectively. Helps others in workload and time management.

Puts in place policies and systems to manage organisational efficiency and quality, ensuring current standards are met and on-going enhancements and improvements are made. Checks own work and work of others, striving to do things right first time and meeting quality and performance targets.

- Creates an impression of professionalism in all dealings with people. Creates positive first and lasting image in all such dealings.
- Shows customer & service orientation by ensuring customer service is a priority at all times.
- Committed to teamwork and collaboration. Participates willingly in helping the whole business perform well and co-operates with others in doing so.
- Open and honest in dealings with others, respecting their views, perspectives and concerns, and shaping actions and reactions in a manner that reflects an understanding of these. Able to effectively communicate own perspective to others.
- Uses professional abilities and inter-personal skills to influence others in the achievement of organisational performance requirements.

Treats internal users of financial services as customers. Shows customer orientation by following through on enquiries, requests and complaints, and ensuring service to internal customers is a priority at all times.

WORKING WITH OTHERS

- Open and honest in dealings with others, respecting their views, perspectives and concerns, and shaping actions and reactions in a manner that reflects an understanding of these. Able to effectively communicate own perspective to others.
- Demonstrates leadership by working with different groups and individuals and leading them in processes for solving problems, resolving issues, achieving desired business results and planning for the future.
- Coaches and empowers staff to perform their roles effectively. Delegates authority and responsibility, increasing latitude for staff to perform their roles their own way. Balances empowerment with support and training to enable achievement. Avoids blaming staff for errors or problems; in the first instance looking to use these as learning opportunities. Provides for and encourages career development and personal learning.
- Committed to developing and fostering teamwork and collaboration. Empowers team members, supporting them and helping them achieve their goals. Clarifies expectations and communicates clearly with others. Encourages issues to be

	<p>brought into the open and addressed. Shares knowledge and expertise willingly with others. Leads by example.</p> <ul style="list-style-type: none"> <li>• Considered to be approachable and effective in difficult situations involving others, demonstrating strong interpersonal understanding. Open and honest in dealings with others, respecting their views, perspectives and concerns, and shaping actions and reactions in a manner that reflects an understanding of these. Able to effectively communicate own perspective to others.</li> </ul>
<p>THINKING &amp; UNDERSTANDING</p>	<ul style="list-style-type: none"> <li>• Uses common sense, past experience and an understanding of procedures to identify and solve day-to-day problems.</li> <li>• Applies conceptual thinking to observed situations, identifying root causes and contributing factors, and shaping responses accordingly.</li> <li>• Identifies complex issues and strategic solutions. Able to discern and recognise relationships among complex &amp; long-term trends and events from unrelated areas. Develops integrated strategic initiatives and responses to achieve strategic objectives.</li> <li>• Demonstrates strong analytical abilities in assessing business performance and opportunities.</li> </ul>
<p>PERSONAL RESILIENCE</p>	<ul style="list-style-type: none"> <li>• Shows flexibility by adapting own strategies, goals, approaches and projects to new situations and change. Effectively encourages others to show flexibility and adapt to changes in direction, priorities and situations.</li> <li>• Shows persistence in dealing with difficult tasks or situations over a long period of time, until successfully completed or a decision is made not to continue. Maintains optimism and positive attitude throughout.</li> <li>• Shows self-confidence in willingness to take on difficult or complex challenges. Expresses own position confidently and clearly.</li> <li>• Demonstrates self-control in behaviours and interactions with others, recognising own motivation, demonstrating self-awareness and moderating actions and responses so as to maintain and build effective relationships. Calms others in stressful situations. Manages own stress effectively.</li> </ul>
<p>KNOWLEDGE &amp; SKILLS</p>	<ul style="list-style-type: none"> <li>• Clear spoken English, including the ability to communicate effectively with a wide range of people in face-to-face situations.</li> <li>• Manages the delivery of services to achieved required results.</li> <li>• Strong written and oral communication skills. Can communicate effectively with a wide range of patients and clinicians through appropriate choice of medium.</li> </ul>

- Can motivate and manage a team of staff, allocating work, appraising performance and taking appropriate action to address staffing issues.
- Can manage business risk effectively, even in the absence of clear guidelines; taking action to assess, eliminate, and/or mitigate risks in an effective and efficient manner. Can motivate and manage a team of staff, allocating work, appraising performance and taking appropriate action to address staffing issues.
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