



Appendix A – Job Description | Registered Nurse

Location	Kaitaia
Employee Name	
Purpose	To meet the needs of patients and their family/whānau using innovative digital health care that is safe, appropriate and effective. The care is based on comprehensive assessment, ensures continuity, and is patient/whānau centred, culturally sensitive and evidence-based.
Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual <input type="checkbox"/> Permanent <input type="checkbox"/> Fixed-Term (<i>specify</i>) _____
Business Group	Telehealth
Salary Scale	Commensurate with qualifications and experience
Direct Report	Operations Manager
Reporting Requirements	<ol style="list-style-type: none"> 1. Weekly report to Operations Manager 2. Other internal reporting as required
Team Members	<ol style="list-style-type: none"> 1. Telehealth Aide(s) 2. Digital Health Aide(s)

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Note: All approved Policies and Procedures on the Network are Controlled Documents. The Master copy of each document is the only hard copy approved. Any printed copies of Policies and Procedures are Uncontrolled documents.

1. Purpose of the Position

- 1.1 To meet the needs of patients and their family/whānau using innovative digital health care that is safe, appropriate and effective. The care is based on comprehensive assessment, ensures continuity, and is patient/whānau centred, culturally sensitive and evidence-based.
- 1.2 To achieve the aims and objectives aligned to the strategic direction of the organisation.
- 1.3 To build and maintain positive relationships with internal and external stakeholders and to provide specialist support and guidance for Telehealth Aides and Digital Health Aides.
- 1.4 The **objectives** of the position include:
 - a) Awareness and communication of all aspects of digital health programmes
 - b) Ensure accuracy and integrity of all digital health information
 - c) To support the implementation of digital health programmes to advance the efficiency across the organisation and further develop processes and systems for improvement
 - d) To provide a visible, proactive and approachable point of contact to internal and external stakeholders to discuss all aspects of our digital health programme

2. Key Performance Indicators and Outcomes

The following KPIs will form the basis of Performance Management and Performance Reviews for this position.

1. Professional Responsibility

- a) Practices in accordance with legal, ethical, culturally safe and professional standards.
- b) Maintains and develops own clinical expertise and knowledge in specialty digital health care practice.
- c) Fosters inquiry and critical thinking amongst colleagues to advance nursing practice and patient/client care.
- d) Participates in peer review/feedback.
- e) Pro-actively participates in own performance development and review.
- f) Attends educational opportunities relevant to staff nurse role and scope of practice.

2. Management of Nursing Care

- a) Uses nursing knowledge and skills to assess, plan, implement and evaluate patients/clients/family/whānau health needs
- b) Provides direct nursing care for patient/clients to achieve best health outcomes
- c) Evaluates clinical outcomes and reports variance to clinical pathway, protocols or best practice.
- d) Educates and provides information to patients/clients/family/whānau to improve knowledge of disease/illness, self management and prevention of complications and promotion of recovery.
- e) Contributes to effective discharge planning and/or referral processes to health care providers and support agencies to meet identified health needs.
- f) Accurately documents assessments of patients/clients health status, diagnosis and response to nursing and other interventions and treatments.
- g) Applies diagnostic reasoning and professional judgement to nursing practice issues/decisions.
- h) Role models culturally safe nursing practice.
- i) Fosters the provision of positive patient/client outcomes and person-centred care.

3. Interpersonal Relationships

- a) Collaborates and communicates with multidisciplinary team to co-ordinate care to achieve best health outcomes.
- b) Promotes effective teamwork and collaborative relationships within the multi-disciplinary team.
- c) Fosters the implementation of organisation and nursing goals and values.
- d) Promotes Navillus Medical as a centre of excellence for digital nursing practice.

4. Inter-professional healthcare and quality improvement

- a) Identifies situations of clinical risk and takes appropriate action to ensure a safe environment for patients/clients, families/whānau and staff.
- b) Contributes to evidence based nursing practice in specialty area.
- c) Demonstrates commitment to quality improvements, risk management and resource utilisation.
- d) Provides input into clinical standards, protocols and policies and undertakes clinical audits as required.
- e) Evaluates the effectiveness, efficiency and safety of clinical practice.
- f) Participates in the implementation of nursing models of care appropriate to patient/client population needs.
- g) Assists in the implementation of initiatives to address differential access to healthcare services for Māori.
- h) Acts to identify and minimise organisational risk.
- i) Contributes to and participates in Navillus Medical policy development.
- j) Participates in case review and debriefing activities as required.

5. iMOKO Programme Development

- a) Liaise with internal programme developer to ensure digital health platform is running as expected
- b) Utilise ideas forum to communicate system improvements
- c) Problem solve software related issues in the field
- d) Problem solve software related issues in the back end

6. iMOKO Platform Data Input

- a) Collect, collate and enter new user information in the system as required
- b) Oversee set up of new users and clients of the digital health system, including usernames and passwords
- c) Ensure accuracy of information at all times
- d) Ensure user information is up-to-date
- e) Conduct regular quality control checks to ensure accuracy of data entry, especially NHI numbers, medical centres and to deactivate/remove double entries

7. iMOKO Programme Hardware Set Up

- a) Set up new iPads for new sites as required
- b) Assist with installation of iMOKO App on iPads for new sites
- c) Setup iCloud user settings
- d) Perform a test of all hardware before issuing to site
- e) Maintain a register of all usernames and passwords for all sites

- f) Maintain a hardware register of iPads allocated for all sites
- g) Maintain a register of serial numbers for all hardware for insurance purposes

8. iMOKO Training

- a) Support learning and best practice initiatives by training Digital Health Aides at school, ECE, Te Kōhanga Reo sites and Telehealth Aides
- b) Identify Digital Health Aides (DHA's) at each school, ECE and Te Kōhanga Reo sites
- c) Share information and develop training manuals relevant to learning and best practice initiatives for delivering digital health programmes especially health assessments and treatment plans
- d) Deliver training specific to the iMOKO digital health programme including iMOKO App, hardware, and clinical assessments such as throat swabs and skin checks
- e) Prepare all sites for training with relevant paperwork, usernames and passwords
- f) Nurture positive working relationships with all DHA's
- g) Support DHA's as required for the successful delivery of the digital health programmes

9. iMOKO Schools, Te Kōhanga Reo, ECE

- a) Maintain positive and effective working relationships with key stakeholders
- b) Liaise with Principals, Managers and/or admin staff at each site to nominate Digital Health Aide(s)
- c) Ensure DHA's are resourced to perform their roles effectively and efficiently (i.e, hardware, software, medical supplies and documentation)
- d) Ensure space is available at each site for DHA to deliver digital health programmes

10. iMOKO Health Assessments & Treatment Plans

- a) Uphold the care and protection of patients at all times by ensuring Health Assessments and Treatment Plans meet best practice standards
- b) Ensure team members are diagnosing correctly and complying with prescribed guidelines
- c) Ensure health assessments and treatment plans by team members are accurate and up-to-date
- d) Conduct regular quality control checks of health assessments and treatment plans to ensure best practice standards
- e) Conduct regular quality control checks to identify at risk patients and appropriate referrals (e.g. mental health, suicide)
- f) Provide guidance and advice to team members as required
- g) Provide support to team when team members are absent/on leave

11. iMOKO Procurement

- a) Ensure team is well resourced to perform effectively, buying goods and service as required
- b) Order resources and supplies as required, including stationery, medical supplies (scales, thermometers), hardware (iPads)
- c) Procurement can be achieved by phone, fax or online ordering
- d) Maintain up-to-date and accurate records of all orders using established system (i.e. all orders require an order number)

12. Leadership

- a) Supervise team for successful delivery of digital health programmes and achieve performance outcomes
- b) Monitor staff performance in accordance with established policies and procedures
- c) Sign off team timesheets and process leave applications
- d) Ensure effective communication with team at all times
- e) Disseminate information to team as necessary
- f) Contribute to review of staff performance as measured against key performance indicators

13. Risk Management

- a) Identify and manage risks associated with the digital health programmes
- b) Identify children who may be at risk of abuse
- c) Disclose any situation of suspected abuse of children to Operations Manager
- d) Assist with reports of concern to Oranga Tamariki in regards suspected abuse of children
- e) With the exception of reporting procedures, maintain confidentiality of information pertaining to suspected abuse at all times
- f) Identify adult patients who may be at risk (e.g. mental health, suicide, AOD) and refer to appropriate agency

14. Communications

- a) Share information internally and externally in a timely and accurate manner
- b) Communicate relevant information for health initiatives in a timely and accurate manner
- c) Ensure all key stakeholders (internally and externally) are informed as appropriate
- d) Ensure accuracy of information for all outgoing communications

15. Marketing & Advertising

- a) Contribute relevant content to promote and market digital health programmes through Social Media
- b) Contribute relevant health initiative content for the iMOKO website and enhancing our presence on Social Media sites (e.g. Facebook, Twitter, Instagram)
- c) Contribute relevant content to our general marketing and brand collateral material
- d) Contribute relevant content to our Calendar of Events

16. Evaluation and Reporting

- a) Evaluate performance and determine measures of success for digital health programmes
- b) Provide regular performance reports to Clinical Team (Doctors) as required
- c) Evaluate and analyse the number of people engaged in the digital health programmes
- d) Compose reports as prescribed by external funders to meet contractual obligations
- e) Provide anecdotal data for reports as required
- f) Compose reports of concern as required (refer to 9. Risk Management above)

17. Outcomes

- a) Determine the overall success of digital health programmes aligned to funder specific outcomes to comply with contractual obligations
- b) Increase positive health outcomes for young people in the Far North and throughout NZ
- c) Decrease health inequalities of young people in the Far North and throughout NZ

3. Person Specification

The following KSAEs (knowledge, skills, abilities and experience) will form the basis of Performance Management and Performance Reviews for this position.

CORE COMPETENCIES	
1. <i>Professionalism</i>	<ul style="list-style-type: none"> Credible and trustworthy person who holds the respect and loyalty of all stakeholders
2. <i>Commitment</i>	<ul style="list-style-type: none"> Committed to contributing to goals and objectives of organisation
3. <i>Decision-making</i>	<ul style="list-style-type: none"> Makes insightful, timely decisions in difficult, high complex situations that have broad impact for organisation
4. <i>Commercial Acumen</i>	<ul style="list-style-type: none"> Displays strong commercial acumen
5. <i>Relationships</i>	<ul style="list-style-type: none"> Builds rapport with key contacts and networks
6. <i>Confidentiality</i>	<ul style="list-style-type: none"> Understands the importance of confidentiality and the implications of the Privacy Act 1993
7. <i>Teamwork</i>	<ul style="list-style-type: none"> Collaborates with fellow team members and work groups to achieve objectives Seeks out opportunities to support others in achieving goals Actively contributes to and accepts consensus decisions Recognises and respects individual differences
8. <i>Bicultural Approach</i>	<ul style="list-style-type: none"> Understands the significance of the Treaty of Waitangi Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve opportunities for Māori
9. <i>Self Management</i>	<ul style="list-style-type: none"> Sets high personal standards and strives to achieve goals Is proactive and displays initiative Is resilient to change Understands both personal and professional limitations Understands professional boundaries and code of conduct Can work to deadlines to achieve outcomes
10. <i>Patient/Client Population Focused</i>	<ul style="list-style-type: none"> Develops positive working relationships with patients/consumer, treating them respectfully as a first priority

TECHNICAL COMPETENCIES

1. <i>Specialist Knowledge</i>	Registered Nurse with current practising certificate; familiarity of geographical areas for remote sites advantageous
2. <i>Practical Experience</i>	Minimum 5-10 years clinical experience; working in a supervisory/leadership role preferred
3. <i>Computer Skills</i>	Competent using latest version of MS Office, Apple operating systems; keyboard/typing/data entry skills; problem solving technical issues
4. <i>Time Management</i>	Ability to organise time effectively to meet deadlines while also having flexibility to work with changing priorities
5. <i>Communication Skills</i>	Expresses information effectively and accurately, both orally and in writing, adjusts language and style to the recipients and considers their frame of reference. Actively listens, drawing out information and checking understanding. Empathises with others and considers their needs and feelings.
6. <i>People Skills</i>	Positive interaction with team/whānau/others and ability to manage difficult people with diplomacy and professionalism
7. <i>Leadership Skills</i>	Proven ability to facilitate and lead discussion and manage a team
8. <i>Innovation</i>	Participates in group/unit discussions that review current practice
9. <i>Flexibility</i>	Within the scope of Registered Nurse practice meet the changing needs of patients. Response positively to requests for help from others.
10. <i>Planning & Monitoring</i>	Uses action plans to accomplish goals, establishes timeframes and realistically and appropriately allocates resources. Able to monitor progress and address problems to achieve outcomes.
11. <i>Customer Service</i>	Ability to interact and engage with diverse groups of people; strong customer focus
12. <i>Legislative Literacy</i>	Seeks out and understands legislation relevant to the role

PERSONAL ATTRIBUTES

Other characteristics that define the uniqueness of a person and which contribute to success on the job

- a) Te Reo me ona Tikanga a distinct advantage
- b) Articulate communicator
- c) Confident public speaker
- d) Systematic and logical thinker
- e) High level of personal honesty and integrity
- f) Well organised and self-motivated
- g) Cultural competence

4. Reporting & Relationships

- 4.1 **Direct Report:** This position reports directly to the Operations Manager.
- 4.2 **Internal Relationships:** This position has direct internal relationships with the Chief Operations Officer, Operations Manager, Telehealth Aides, Digital Health Aides, Health Promoter.
- 4.3 **External Relationships:** This position has direct external relationships with schools, Te Kōhanga Reo and ECE's; public health nurses; local healthcare providers (e.g. GP clinics, pharmacies); Agencies (e.g. Oranga Tamariki); and other local services (e.g. referrals for dental, social services, social workers in schools).

5. Accountabilities

- 5.1 The employee is accountable for the successful delivery of services as outlined above.
- 5.2 This Job Description is by no means exhaustive and the employee may be required to undertake other duties from time to time, which may not necessarily be included in this Job Description.

6. Signatures

This Job Description has been read, understood and accepted by all concerned parties, endorsed by their signatures below.

Employee Name	
Signature	
Date	
CHIEF OPERATIONS OFFICER	
Signature	
Date	
CHIEF EXECUTIVE OFFICER	
Signature	
Date	