MISSION

Presbyterian Support South Canterbury, guided by its Christian values is to enrich people’s lives by meeting needs or changing individual and community situations to make a positive difference.

The Eden Alternative Philosophy® is an exciting philosophy which sees us working to build an environment where life revolves around close and continuing contact with people of all ages and abilities as well as plants and animals and improves the lives of those we support.

Position: Team Leader, Croft Grant Home – Registered Nurse

Location: The Croft: Presbyterian Support South Canterbury

Responsible to: Nurse Manager

Functional Relationship: Team Leader, Margaret Wilson Complex
Registered Nurses at The Croft
Allied Health Team

Responsible for: Caregivers

Purpose: Responsible for ensuring the provision of quality care to residents through providing leadership and training to staff, and encouraging a partnership between carers, residents, their families and whanau.

Will deputise for the Nurse Manager as the need arises at the request of the Nurse Manager or General Manager, Services for Older People

Key Qualifications & Experience:
- Registered Nurse with current practising certificate
- Previous Gerontological experience
- Dementia qualification desirable

Review Period: This position is to be reviewed at Annual Performance Appraisal. The position holder and Manager will meet at the end of the first three months to discuss whether any changes to the current position description are required.
Competencies

1.0 To Provide a Resident-Focused Environment for Residents, Patients, their Family, Whanau, and Staff.

Performance Expectations:
Ensure environment enables residents to participate at their own level.

Successfully Demonstrated by:

- Formation of caring relationships with residents, families and whanau.
- Open and honest communication with peers, residents, and families.
- Contribution of ideas towards common goal.
- Creating and maintaining a resident driven harmonious atmosphere.
- Exercising courtesy/hospitality and respect in all interactions with residents, family, Whanau, and the community and staff.
- Ensuring staff provide an activity based environment based on each individual resident’s assessment.
- Liaise with Activities Coordinators to provide a daily programme that reflects the individual resident’s interests as a group.
- Resident surveys and relative of resident survey will reflect satisfaction.
- Residents will continue freedom of association and relationships. Their cultural, religious and spiritual needs will be facilitated.
- If appropriate residents/families will participate in health education relevant to their own health.
- Involvement in the health needs of the home/cottage residents (in the absence of the Nurse Manager).
- Provides the clinical expertise to the Grant Home and within the Croft Homes.

Relevant NCNZ Competencies
(Registered Nurse Scope of Practice)

Competency 1.4:
Promotes an environment that enables client safety, independence, quality of life, and health.

Competency 1.5:
Practices nursing in a manner which the client determines as being culturally safe.

Competency 2.7:
Provides health education appropriate to the needs of the client within a nursing framework.

Competency 2.11:
Promotes a quality practice environment that supports nurses’ abilities to provide safe, effective and ethical nursing practice.

Competency 3.1:
Establishes, maintains and concludes therapeutic interpersonal relationships with clients.

Competency 3.2:
Practices nursing in a negotiated partnership with the client where and when possible.
2.0 **Awareness of Advocacy Services and Social Agencies Available.**

**Performance Expectations:**
Ensure advocacy occurs for all residents at all times.

**Successfully Demonstrated by:**

- Working with the Registered Nurses to ensure that Care Plans include a holistic approach to care.
- Promoting awareness and practice of advocacy by self at all times.
- Continuing awareness of legislation that affects advocacy of access to social services (e.g., Privacy Act 1992, Health & Disability Commissioners Act).
- Communicating with management, doctors, physiotherapist, occupational therapist, dietician, pharmacy, podiatrist, chaplain, kitchen, acting as an advocate for residents as appropriate.
- Working with the Registered Nurses to ensure resident is reviewed 3 monthly by the GP
- Organising and contributing to the resident’s annual clinical review
- Managing conflict in a positive manner so that residents will be unaware of the conflict unless they are directly involved.

---

**Relevant NCNZ Competencies**

*Registered Nurse Scope of Practice*

**Competency 4.1:**
*Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care*

**Competency 4.2:**
*Recognises and values the roles and skills of all members of the health care team in the delivery of care*
3.0 Ensure accurate documentation, from assessment, planning and implementation stages through to evaluation of care.

**Performance Expectations:**
Accurate documentation and implementation of resident needs provided by self.

**Successfully Demonstrated by:**
- All stages of care (assessment, planning, implementation, and evaluation) are documented clearly, and the rationale for decisions along with consequences and alternative options are explained as appropriate and recorded utilizing the Care Plan Records.
- Monitors that Care Plans are updated and developed by both self and staff to accurately reflect the level of care and progress of individual residents.
- Monitors that all information relating to a resident is recorded accurately and against that Resident.
- Ensures the documentation in the progress notes by the Registered Nurses and caregivers is clear and accurate.
- Ensures that privacy and confidentiality of information is not breached by self or staff.
- Completes code of care questionnaire every 2 years
- Reads and sign the confidentiality policy every 2 years

---

**Relevant NCNZ Competencies**
(Registered Nurse Scope of Practice)

**Competency 2.2:**
*Undertakes a comprehensive and accurate nursing assessment of clients in a variety of settings.*

**Competency 2.3:**
*Ensures documentation is accurate and maintains confidentiality of information.*

**Competency 2.4:**
*Ensures the client has adequate explanation of the effects, consequences, and alternatives of proposed treatment options.*
4.0 Effective communication with all Residents, families, whanau, and staff to ensure understanding and clarity of needs.

**Performance Expectations:**
Provides leadership and ensures all parties involved are working together towards ensuring appropriate care needs are met for Residents.

**Successfully Demonstrated by:**
- Ensuring self and staff are effectively listening to residents, their families, and whanau and achieving a clear understanding of each Resident’s needs.
- Ensuring appropriate formal referrals are made to other health care professionals
- Ensuring staff are communicating effectively with each other, both in verbal and written communication, to ensure accurate sharing of information and instructions provided.
- Provides leadership/ supervision and guidance for all Registered Nurses and Enrolled Nurses within the facility to ensure best practice.
- Promoting a good team ethic at all times
- Managing the roster ensuring a safe level of staffing, replacing staff who are off sick or on leave.
- Dealing with staffing issues as appropriate with oversight from the Nurse Manager.
- Works with set budget parameters, overseeing purchases such as incontinence products, medical supplies, pharmacy products etc
- Participates in the preparation of the capitals budget for the Croft

### Relevant NCNZ Competencies

**Competency 1.3:**
Demonstrates accountability for directing, monitoring, and evaluating nursing care that is provided by nurse assistants, enrolled nurses, and others.

**Competency 2.1:**
Provides planned nursing care to achieve identified outcomes.

**Competency 2.6:**
Evaluates client’s progress toward expected outcomes in partnership with clients.

**Competency 3.3:**
 Communicates effectively with clients and members of the healthcare team.

**Competency 3.5:**
Establishes and maintains effective interpersonal relationships with others, including utilising effective interviewing and counselling skills and establishing rapport and trust

**Competency 3.6:**
Communicates effectively with members of the healthcare team, including using a variety of effective communication techniques, employing appropriate language to context and providing adequate time for discussion.

**Competency 4.1:**
Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care.
5.0 Provide effective and appropriate support and development for all staff and colleagues.

**Performance Expectations:**
(a) Proactively identifying and initiating training and career development opportunities to be undertaken by appropriate staff, ensuring continuous professional development occurs for all staff and oneself.

(b) Support and development resulting in a consistently high level of service being offered to residents and their families by all staff

(c) Demonstrates expert leadership to all staff within the facility.

**Successfully Demonstrated by:**
- Providing daily training and coaching with Care Workers, utilising the knowledge and experience of senior and multi-disciplinary staff to assist with development programmes as appropriate
- Participating in the Performance Appraisal system, completes RN performance reviews within expected time frames.
- Recognises the potential of RNs and ENs and assists with the development of skills, goal setting etc
- Driving staff development activities and identifying training and development needs for individuals and teams, including self
- Participating in the orientation of new staff members and monitoring ongoing training and development of all staff.
- Meeting on an established basis with the Nurse Manager.
- Regular discussion and liaison with the Clinical Coordinator
- Participating in staff meetings and encouraging contributions from others. This includes staff meetings, RN meetings and Professional Development meetings
- Attendance at annual Basic Life Support training
- Being flexible and able to accept other roles or carry out other duties as required.
- Participates in weekly meeting with key staff.

**Relevant NCNZ Competencies**

*Registered Nurse Scope of Practice*

**Competency 2.8:**
*Reflects upon and evaluates with peers and experienced nurses, the effectiveness of nursing care.*

**Competency 2.9:**
*Maintains professional development.*

**Competency 2.10**
*Promotes an environment that contributes to ongoing demonstration and evaluation of competencies*

**Competency 2.12**
*Promotes a practice environment that encourages learning and evidence-based practice.*

**Competency 2.13**
*Participates in professional activities to keep abreast of current trends and issues in nursing*
6.0 *Maintaining a working knowledge of legislation and requirements for the provision of the Service.*

**Performance Expectations:**
(a) Understanding and applying the following legislation: Privacy Act, Health & Safety in Employment Act, Nurses Act, Health & Disability Commissioners Act, Hospital Regulations.

(b) Understanding and application of the Treaty of Waitangi to nursing practice.

**Successfully Demonstrated by:**

Accurate reporting of accidents & incidents as required in accordance with the Health & Safety at Work Act 2015

- Follows up on incidents within the unit and provides feedback
- Observing security procedures.
- Taking responsibility for personal health and safety.
- Anticipating any potential risk for residents, visitors, or staff.
- Demonstrates knowledge of different health and socio-economic status of Maori and non-Maori.

---

**Relevant NCNZ Competencies**

**(Registered Nurse Scope of Practice)**

**Competency 1.1:**
Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional, ethical, and relevant legislative requirements.

**Competency 1.2:**
Demonstrates the ability to apply the principles of the Treaty of Waitangi to nursing practice.

**Competency 1.5:**
Practices nursing in a manner that the client determines as being culturally safe.

**Competency 2.5:**
Acts appropriately to protect oneself and others when faced with unexpected client responses, confrontation, personal threat, or other crisis situations.
7.0 **Ensure own compliance with all Presbyterian Support policies.**

**Performance Expectations:**
(a) Compliance with all Presbyterian Support policies achieved, including Infection control, Health and Safety, and safe handling.

(b) Ensuring the provision of a clean and secure home-like environment for residents.

(c) Ensuring that all equipment used is safely maintained and stored correctly

(d) Contribution/participation in quality improvement and activities

**Successfully Demonstrated by:**
- Awareness and understanding of the policy manuals and refers to these policies.
- Full involvement with Quality Projects relating to Aged Care, leadership role as required
- Having read, and ensured understanding of Presbyterian Support policies, and signed acceptance of these.
- Displaying a working knowledge of Presbyterian Support policies and ensuring other staff understand and comply.
- Utilising Presbyterian Support’s Incident recording and Hazard Management system.
- Participates in the Senior Nurse Leaders Support Group
- Participation in quality activities e.g. audits, new procedures,
- Promoting safe manual handling in the workplace providing assistance, direction and support to all staff
- Ensuring equipment is maintained properly
- Annual training will be completed for:
  - Infection Control
  - Safe manual handling
  - Fire safety
  - Restraint

---

**Relevant NCNZ Competencies**

(Registered Nurse Scope of Practice)

**Competency 4.2:**
*Recognises and values the roles and skills of all members of the health care team in the delivery of care.*

**Competency 4.3:**
*Participates in quality improvement activities to monitor and improve standards of nursing.*

---

**Agreed by:**

(Position Holder) ____________________________ (Manager) ____________________________

____________________
Date