

Job Description and Person Specification

Nurse Lead

Job Description

GOAL

To be a vibrant, learning and sustainable organisation that delivers excellence in specialist palliative care for the people of Whanganui

This job description is written for the position as at October 2025 and is subject to amendment from time-to-time.

<i>Position Title</i>	<i>Nurse Lead</i>
<i>Primary Place of Work</i>	<i>Hospice Whanganui</i>
<i>Position Status</i>	<i>Permanent</i>
<i>Hours of work</i>	<i>0.8 – 1 FTE</i>
<i>Reports to</i>	<i>Director of Integrated Services</i>
<i>Direct Reports</i>	<i>Clinical RN Team and Service Coordinator</i>

Purpose of position

Hospice Whanganui provides specialist palliative care to around 350 patients and their whānau in our community every year. As part of our strategic plan, we have developed a greater focus on delivery of services in the community, supporting our patients and their whānau in their own home for as long as is possible if that is their wish, whilst also offering in-patient services where needed for short periods. This requires a truly interdisciplinary approach from the Hospice Whanganui team, alongside strong partnership and coordination with other health providers.

Specifically, the purpose of the role is to:

- Provide day to day operational leadership and support to our nursing workforce including their deployment across the community and in-patient services of Hospice.*
- Support the professional development of the nursing team and drive excellence in our nursing practice.*
- Develop excellent relationships with key external stakeholders in the*
- coordination of palliative care for our patients and whānau.*
- Provide training and education to internal and external audiences as needed.*

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Delegated Authority	
- Financial delegation for the purchase of supplies/resources within the approved budget - Human resource delegations in line with Hospice Whanganui policies	
Functional Relationships	
<u>Internal:</u> Chief Executive Officer Integrated Services Director Multi-disciplinary team (medical, clinical, whānau support) Service Coordinator Hospice Whanganui management, staff, and volunteers <u>External:</u> Palliative patients and their whānau Te Whatu Ora Whanganui Whanganui Regional Health Network District Nursing teams Te Oranganui GPs and Primary Care teams Māori Health Services St John's Ambulance Home support services and other community health care providers Aged Residential Care providers Community Pharmacies Community organisations and social services such as the Cancer Society, Aged Concern, WINZ Arohanui Hospice and other Hospices in the Hospice NZ network	
Summary of Key Duties	
1. People leadership and management	2. Promotion of clinical excellence
3. Stakeholder relationships	4. Administration
5. Quality and Audit	
Key Values & Principles	
1. Te Tiriti o Waitangi	2. Organisation Values

People Leadership and Management	
Responsibilities	Key Performance Indicators
Provide day to day operational leadership to our nursing team.	• Nursing rosters reflect a fair and consistent approach to shifts and are based on a rotational system that minimises time for the NL to make ad hoc changes, whilst ensuring safe and appropriate continuity of services. • Nursing roster is sufficiently flexible to respond to IPU (in-patient unit) and Community patient needs in an efficient manner and is based on a 'one team' approach. • Hospice Whanganui's key strategic and operational objectives are well understood by the nursing team, and these are integrated into day-to-day work. • Support and guidance are provided to the nursing team in solving complex issues, adopting new ideas and processes and implementing quality improvement initiatives. • There is a robust triage and patient management protocol in place that guides the team's day to day operations. • Nurses feel supported by the NL and confident in their management of workload, deployment of team resources and prioritisation of patient care. • The nursing team, through support and mentoring from the NL consistently demonstrate integrated work practices. • Daily hand-over meetings are conducted in a structured, organised and inclusive manner that lead to a fair and productive distribution of workload and patient-centred care. • Dedicated time is allocated by the NL to deploy the nursing workforce

	to support patients in the hospital and ARC (Aged Residential Care). • Where appropriate, tasks are delegated to the Service Coordinator to reduce administrative and compliance tasks for the nurses. • All nurses have at least one one-to-one meeting with the NL every month to provide feedback, discuss any issues and ensure they are on track with their professional development goals. • All nurses' annual leave is managed within 25 days maximum of leave outstanding and requests for all other leave are managed fairly and effectively. • Nurses have at least biannual 'team days' out of the office which the NL actively contributes to facilitating with the ISD (Integrated Service Director).
Support the clinical team with their on-boarding, training, and professional development needs. Ensure staff wellbeing, promote excellence, and encourage a truly inter-disciplinary team approach to patient care.	• All nursing recruitment is done in line with HW's strategic vision, values and culture and follow a robust and transparent process. • A robust and structured orientation process is in place and delivered effectively for all new staff, ensuring all mandatory training is completed in a timely manner. • Effective hands-on mentoring, training and supervision is provided to all nursing staff, according to individual need, to empower them to work to the top of their scope. • Nurses have regular formal and informal opportunities to discuss issues or ideas, including one Nurses' meeting each month, and regular internal peer review/ training opportunities. • All nurses are supported and encouraged to attend regular (at least monthly) internal

	training and education sessions, and to occasionally support the delivery of sessions as part of their professional development. • All nurses are supported to regularly attend professional supervision. • Performance appraisals for all nursing staff are up to date and staff are receiving regular performance feedback through one-on-one meetings and conversations. • All staff have up-to-date performance development plans, including PDRP processes, and these are being actively supported and implemented. • All nursing staff are informed about key organisational developments.
Demonstrate and integrate the values of Hospice Whanganui in the team.	• As a leader, you consistently demonstrate the values of the organisation and model these to the team that you lead. • You demonstrate impartiality, objectivity, and confidentiality in everything you do. • The patient and their whānau are central to everything we do and this is lived out in all your work and decisions. • Conflicts and behaviours within the team that are inconsistent with our values are dealt with • swiftly, courageously, and professionally. Where these are not able to be resolved, they are escalated to the Integrated Services Director for support and management. • The nursing and HCA team have a vibrant, caring and professional culture that is evidenced by constructive, respectful, and positive interactions with each other, with other colleagues, managers and with patients and their whānau.

Promotion of Clinical Excellence	
Responsibilities	Key Performance Indicators
Promote excellence and a culture of reflective practice within our clinical team through ongoing mentorship; regular appraisals; and timely management of incidents and complaints. All nursing staff have opportunities for debriefing and case reviews.	• Nurses are all sufficiently trained and competent in using Hospice-approved systems, processes and policies. • Nursing practice consistently reflects excellence across all Health & Disability standards and HW's own quality indicators. • This includes documentation and patient records. • Our excellent nursing practice leads to excellent patient outcomes, reflected in • patient feedback, and in the reduction of the number of patients being admitted to ED, hospital or those dying in hospital. • You work closely with the clinical team, Integrated Services Director, and Partnerships Coordinator to identify opportunities for internal workforce training and education. • Training opportunities reflect nursing development against the core Health & Disability Standards, with a specific focus on cultural competency and equity. • You host, or actively participate in peer group or inter-disciplinary meetings and debrief sessions, to discuss and reflect on matters pertaining to patient and whānau care. • You support the Integrated Services Director to review and understand trends in our nursing/clinical operations (eg ED presentation, hospital deaths), to complete regular internal clinical audits, and to manage any incidents/risks affecting the nursing staff and any complaints relevant to the nursing team.

	• Recommendations from internal and external audits are implemented in a way that supports legal requirements and quality standards. • Requests for clinical data are presented to the management team in a timely way that supports ongoing clinical governance activities. • All nurses understand and follow the process for reporting incidents, near-misses, and complaints. • All potential or actual clinical or non-clinical risks are reported promptly to the Integrated Services Director and/or CEO for mitigation. • You commit personally to ongoing professional development, in line with agreed annual professional development goals. • You engage proactively in performance appraisal discussions with the Integrated Services Director and act on all feedback in a professional, objective manner.
Stakeholder Relationships and Education	
Responsibilities	Key Performance Indicators
Maintain excellent relationships with key external stakeholders.	• Maintain specific operational relationships with stakeholders and with a key focus on: St John's to enhance 24/7 response capacity, provide better care for patients in their homes and reduce unnecessary hospitalisation. ARC facilities to build capacity and confidence for palliative care and enable seamless sharing of care between our respective teams. Te Whatu Ora Whanganui teams (including District Nurses, equipment/Loans and Hospital-based teams)

	GP teams to enhance shared care of patients and a strong link to primary care. Community healthcare agencies to ensure our patients receive reliable personal and home cares whenever needed. Liaise with the Partnerships Coordinator where issues arise between these partnerships that cannot be resolved at the operational/patient facing level.
Contribute to specialist palliative care training and education to external stakeholders and commit to ongoing professional development in specialist palliative care.	• Support education and training of external colleagues (such as GP teams, district nursing teams, ARC teams, etc) as needed. • Regularly attend and contribute to the annual HW Education and Training Calendar, including developing and delivering sessions where needed. • Stay abreast of current developments and best practice in specialist palliative care and be aware of emerging trends and issues impacting on palliative care (such as End of Life Choice Act, changes to Health & Disability Standards etc)
Administration	
Responsibilities	Key Performance Indicator
All administrative and nonclinical tasks are completed to a high standard.	• Rosters are submitted at least one month in advance to the ISD for approval. • Clinical-related orders of supplies and equipment are done on time and in the most efficient manner. • The nursing budget is closely monitored and managed within delegated limits. • All data and reporting are done in a timely way as agreed with ISD. • Meetings are organised effectively, and minutes are distributed in a timely way. • Work constructively with and support the Service Coordinator to ensure administrative tasks are

	managed effectively and accurately.
Quality and Audit	
Responsibilities	Key Performance Indicator
Report all incidents, hazard, near misses and injuries in a timely manner. Participate in delivering Quality Services	• Hospice Whanganui mandatory training is completed. • Personal responsibility is taken for maintaining safe environment for self, colleagues and the patient / whānau. • You regularly attend professional supervision and use this as an opportunity to build and maintain personal and professional resilience. • Timely, full, and accurate notification/completion of accident, incident, hazard and complaints form if and when required • Support Quality Lead to prepare for external audits • Support Quality Lead in design and implement improvements that streamline process and procedures and meet standards • Coordinate audit schedule with team alongside calendar
Te Tiriti o Waitangi	
Responsibilities	Key Performance Indicator (Job holder is successful when)
Commitment to the principles of Te Tiriti O Waitangi Understanding of and commitment to addressing the barriers to equitable access to our service	• You demonstrate an understanding of Te Tiriti and its principles and integrate those principles into all practices and communications where possible. • You commit to ongoing learning to better support our Māori community and to address any real or perceived barriers to equity. • Your team is supported in building confidence and capability in the areas of te reo and tikanga Māori. • You work collaboratively with Māori service providers to ensure positive and culturally appropriate outcomes for Māori.

Organisational Values	
Responsibilities	Key Performance Indicator
Owning and living HW's core values	• Core HW values are lived out and demonstrated in all aspects of work. These are: - o We Do the Right Thing - o We Are Stronger Together - o We Always Strive for the Best • Constructive and respectful feedback is given to colleagues, and is welcomed and accepted from others, in an open and collegial way. • Conflicts and tensions are resolved in a timely, respectful, and courageous manner to maintain a culture of kindness and respect. • Kotahitanga (unity), Māia (courage), manaakitanga (respect, generosity, kindness) and accountability are foundational principles in all aspects of work and relationship at HW. • You positively represent Hospice Whanganui in all dealings with stakeholders, partners, and our community.
Other duties	
Responsibilities	Key Performance Indicator
Other duties are performed as agreed with Integrated Services Director	• In exceptional circumstances, the Nurse Lead may be required to fill shifts in the RN roster and/or be available for after-hours or on-call work. • Other duties that fall outside of this Job • Description and are reasonably requested by the Integrated Services Director or CEO are performed to expectations.
Person Specifications	
<i>The following are the requirements the individual must have to successfully perform the requirements of this job:</i>	
Essential Personal Attributes	• Courageous and accountable leadership that lines up with our organisational values.

	• Ability to manage self and others in a calm and considered matter, even when under pressure. • Excellent problem-solving and decision-making skills in a fast paced environment. • Able to quickly de-escalate situations and to be a non-anxious presence at all times, even under pressure. • Ability to take initiative and be proactive. • Confidence to have timely and courageous conversations with team members, to address any issues relating to behaviours or service delivery. • Strong time management and prioritising skills and ability to teach this in others. • Able to delegate work effectively across the team, using a strengths-based approach. • Able to teach and support staff on a day-to-day basis, according to individual need. • Loyal to the organisation, its strategic objectives and committed to its ongoing development and improvement. • Committed to the values of the organisation at all times.
Qualifications, other requirements	• Registered Nurse with current Annual Practicing Certificate from the New Zealand Nursing Council • Evidence of ongoing professional development including higher qualifications such as a post-graduate diploma, Masters degree, Expert PDRP or equivalent. • Current and clean drivers' license is essential