

REGISTERED NURSE, EMERGENCY DEPARTMENT

1. PURPOSE OF POSITION

The Staff Nurse will provide optimum care utilising nursing knowledge and skills to patients within the Emergency Department.

The Registered Nurse is expected to be available for rostered duties as directed by the Clinical Nurse Manager or his/her designate. Liaise with the Clinical Nurse Manager in regards to any nursing, risk management, equipment maintenance, quality improvement or patient safety issues and ensure efficient and effective use of all consumables.

2. ORGANISATIONAL VALUES

Te Whatu Ora Taranaki mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Te Whatu Ora Taranaki values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu Te Whatu Ora Taranaki values are:

Partnerships	WHANAUNGATANGA	We work together to achieve our goals
Courage	MANAWANUI	We have the courage to do what is right
Empowerment	MANA MOTUHAKA	We support each other to make the best decisions
People Matter	MAHAKITANGA	We value each other, our patients and whanau
Safety	MANAAKITANGA	We provide excellent care in a safe and trusted environment

3. DIMENSIONS

Reports to:	Clinical Nurse Manager – Emergency Department
Number of people reporting to you	-
Financial limits authority	-
Operating Budget	-

4. WORKING RELATIONSHIPS

External	Internal
General Practitioners Patients Family/Whanau	Clinical Nurse Manager – Emergency Department Medical Staff Registered Nurses

5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
<p>1. Clinical Duties</p> <p>To perform nursing duties on a rostered basis to achieve optimum patient management and care.</p>	<ul style="list-style-type: none"> • Patients are involved and informed at all appropriate stages throughout their treatment. • Information related to care is accurately documented with regard to immediate and long term care of the patient in the Ward. • Maintenance of infection control standards at all times. • Ensure exchange of patient information with ED staff, medical staff and ward staff occurs. • Accurate identification and assessment of patient on entry to ED is undertaken. • Maximum safety levels are observed at all times. • Liaise with other Wards, Services and Departments within the Company as appropriate. • Able to undertake assessment and management of patients in a safe effective, timely and appropriate manner to maximise patient wellbeing. • Patient care meets the standards of nursing practice. • Health promotion activities are undertaken relevant to patients, and the health care setting. • Care is customer focused and planned with regard to ethnic, cultural, religious and other individual needs. • Patient management data is regularly assessed for future planning and enhancement of care. • Patients, and where appropriate their families, are involved in the planning of care and are kept informed at all appropriate stages.

	<ul style="list-style-type: none"> • Regular assessment of patient condition is undertaken. • The multidisciplinary team is given access to the patient to achieve maximum wellbeing. • The role of patient advocate is undertaken to ensure procedures and care is appropriate. • Respond appropriately in an emergency situation and ensure emergency equipment is maintained in top condition.
<p>2. Patient Care and Customer Service</p> <p>Responsible for providing quality care for patients and ensuring an excellent customer focus in all working relationships.</p>	<ul style="list-style-type: none"> • Take responsibility for patient care in the department. • Function competently within skill levels in designated areas of the hospital. • Use assessment skills to plan and implement appropriate patient care. • Evaluates the effectiveness of care and treatment • Co-ordinate care with other health personnel to ensure quality service. • Provide a friendly secure environment to overcome patient fear and stress. • Acts as patient advocate when necessary. • Communicate with patients, relatives and staff in an open friendly, clear, effective and helpful manner. • Demonstrate cultural sensitivity. • Maintain confidentiality and the right to privacy. • Relatives and/or support groups (whanau) are informed as appropriate and necessary. • Update IBA patient information as required.
<p>3. Environment and Facilities</p>	<ul style="list-style-type: none"> • Maintains environment and facilities to ensure effective, quality service provision. • Reports equipment malfunction and facilities issues to the Nurse Manager. • Provides patients with a clean, tidy environment, enhancing patient and staff comfort and safety. • Maintains an environment which prevents spread of infection. • Disposes of sharps, glass and infectious material in accordance with established protocols. • Proactive and responsible in respect to health and safety • Ensure that the equipment, and other related support infrastructure, is well maintained in your area of responsibility. • Regular cleaning of equipment is carried out

	according to requirement or as determined by the Nurse Manager.
4. Teamwork	<ul style="list-style-type: none"> • Promotes the fostering of a team environment which enhances partnership and co-operation. • To be available for team development sessions as requested by the Nurse Manager • Assists in the development of new policies and procedures within the Company where appropriate. • Attends Company/team staff meetings where possible. • Demonstrates a commitment to continual improvement activities and undertakes such, as appropriate. • Develops and encourages customer focus. • Facilitates the appropriate exchange of patient information between the multidisciplinary team and other departments/services within the organisation. • Provides appropriate supervision and direction to Enrolled Nurses, and direction and supervision to HCAs performing delegated patient care tasks, if and when they are working within the department.
5. Staff Development	<ul style="list-style-type: none"> • Participates in regular Performance Reviews. • Participates in in-service education and encourages others to do so. • Participates in the ongoing training of staff in the advent of equipment or protocol changes. • Undertakes additional courses and conferences to promote personal and professional development. • Shares knowledge and skills with others, as required. • A high level of nursing practise and expertise with equipment is maintained for safety and to ensure effectiveness of patient care and performance. • Maintains CPR, IV additives, and Pain Register certification plus additional components relevant to area.

Organisational Accountabilities	Expected Outcome for all employees
Health Equity	Te Whatu Ora Taranaki strives to eliminate health

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	<p>inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> • the Pae Ora Framework which requires: <ul style="list-style-type: none"> ○ Demonstrating the principles of Tino Rangatiratanga, Equity, Active Protection, Options and Partnership under the Te Tiriti o Waitangi; ○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the Te Whatu Ora Taranaki Pae Ora Framework, Appendix 1; ○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori; ○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy; ○ Ensuring appropriate health literacy responses are used for effective engagement with Māori; • You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the Te Whatu Ora Taranaki Ethnicity Data Collection Policy and procedures; • You must attend the Cultural Competency training provided by and for staff of Te Whatu Ora Taranaki including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.
<p>Health and Safety</p>	<ul style="list-style-type: none"> • Maintains a safe and healthy environment • Complies with health & safety policies and procedures • Carries out work in a way that does not adversely affect their health and safety or that of other workers • Complies with procedures and correctly use personal

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	<p>protective equipment and safety devices provided</p> <ul style="list-style-type: none"> • Contributes to hazard identification and management process • Reports accurately near misses/incidents/accidents in a timely manner • Participates in health and safety matters
Personal Development	<ul style="list-style-type: none"> • Fully contributes to the individuals team performance and is committed to identify and pursue opportunities for developing new knowledge and skills. • Participates in the performance appraisal process where personal performance and development is reviewed. • Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.

6. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

7. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the **Emergency Department** team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p>Effective Communication</p> <p>Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making</p>
<p>Decision Making/Problem Solving</p> <p>Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.</p>
<p>Innovation/Initiative</p> <p>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</p>
<p>Resilience/Flexibility</p> <p>Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.</p>
<p>Cultural Safety</p> <p>Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.</p>
<p>Teamwork</p> <p>Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success</p>

8. EDUCATION

Registered Nurse with the Nursing Council of New Zealand, holding a current annual practising certificate.

9. SKILLS

Able to communicate effectively with all staff, patients and patient's families or care givers (written and oral).
Show mutual respect - positively contributing to the good of the department.
Have a commitment to quality and accuracy and is keen to learn and develop new skills.
Dedicated team player with a willingness to learn new skills.
Shows a caring but professional manner in all aspects of work. Is aware of and sensitive to all cultural issues.
Able to cope with a high and varied work load including emergency situations.
Time management skills and ability to prioritise.
Demonstrates initiative.
Flexible and adaptable, and prepared to move to other clinical areas and work within own skill levels to best meet the needs of the organisation.
Knowledge of Quality Assurance and accreditation principles, and a commitment to continuous quality improvement.
Ability to maintain confidentiality at all times.

10. EXPERIENCE

Recent emergency experience.
Significant acute medical and/or surgical nursing experience.