Te Whatu Ora
Health New Zealand
Te Tai Tokerau

Job Description

Clinical Nurse Specialist - Diabetes

Specialist Diabetes Service

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Position Title:	Clinical Nurse Specialist - Diabetes
Organisation Unit:	Directorate of Medical and Elder Services – Specialist Diabetes Service
Location:	Whangārei, Te Whatu Ora – Health New Zealand Te Tai Tokerau
Responsible to:	Clinical Nurse Manager, Specialist Diabetes Service, Te Whatu Ora – Health New Zealand Te Tai Tokerau
Primary Functions of the Position:	Context for the role: The Clinical Nurse Specialist will work with specific population groups and their whānau, as part of a multidisciplinary team across the services in the Directorate. These patients/tūroro/tangata whai ora are referred to services for planned care, inpatient teams and Community Services. The Clinical Nurse Specialist is an advanced nursing speciality practice and is an expert in assessment skills; diagnostic reasoning, knowledge of management options and monitoring that underpins practice. They will have specialist knowledge of complex conditions which is central to the role. Case management and coordination of the patient/tūroro/tangata whai ora and their whānau with health professionals, inpatient areas and intersectorially is integral. The Nurse Specialist will be based within the services and will deliver care across a variety of settings, case coordinating to enhance an integrated patient/tūroro/tangata whai ora journey including pre-hospital, emergency, acute and planned care. Outpatients and inpatients interface with the Nurse Specialist, as will primary care and community settings. This role will work collaboratively with other teams to provide expert advice, care co-ordination, resources and support to healthcare professionals working with high-priority and complex patients/tūroro/tangata whai ora with specific conditions. The anticipated outcomes of care are enhanced patient/tūroro/tangata whai ora and whānau healthcare experience and seamless navigation of services. (These patient/tūroro/tangata whai ora and whānau resources are current). Quality activities and outcomes focus on patient/tūroro/tangata whai ora safety and Directorates' priorities. There is enhanced access, timeliness of interventions for priority populations and patients/tūroro/tangata whai ora living with complex conditions leading to improved outcomes enabling patients/tūroro/tangata whai ora to reach their maximum potential. About the role: The Clinical Nurse Specialist is an advanced nursing practice role providing specialist diabetes care, clinical leadership and care coordination within the secondary care setting. The role works in partnership with people with diabetes, whānau and multidisciplinary teams, while providing specialist advice, mentoring and support to primary and community healthcare teams to strengthen diabetes knowledge, confidence and management capability. The Clinical Nurse

	Specialist will be a Designated Nurse Prescriber, or actively work towards achieving Designated Nurse Prescriber status, supporting timely, safe and evidence-based diabetes care.

Values

Te Whatu Ora – Health New Zealand Te Tai Tokerau has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora – Health New Zealand Te Tai Tokerau:

Values	Supporting Statement
Tāngata i te tuatahi People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata. Our people are central to all we do.
Whakaute (tuku mana) Respect	He whakaaro nui ki ētahi atu. We treat others, as they would like to be treated.
Manaaki Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui. We nurture those around us, and treat all with dignity and compassion.
Whakawhitiwhiti Kōrero Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te aroha. We communicate openly, safely and with respect to promote clear understanding.
Te Hiranga Excellence	Kia kaha, kia māia, kia manawa nui. Our attitude of excellence inspires confidence and innovation.

Key Responsibilities and Expected Outcomes

Key Responsibility Area	Expected Outcomes
Te Tiriti o Waitangi	• Contributes to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Te Whatu Ora – Health New Zealand Te Tai Tokerau management processes and procedures. • Includes the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes. • Ensures that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner. • Attends the Te Whatu Ora – Health New Zealand Te Tai Tokerau Te Tiriti o Waitangi Training.

Key Responsibility Area	Expected Outcomes
Professional Responsibilities Includes accountabilities for professional, legal, ethical and culturally safe practice. This includes being able to demonstrate judgement and accountability for own actions and decisions	● Demonstrates expert knowledge of the determinants of health and socio- economic inequities for Māori. ● Maintains expert or higher professional portfolio and annual practice registration. ● Practices in accordance with legal, ethical, culturally safe and professional and tikanga best practice standards. ● Demonstrates clinical and professional leadership. ● Fosters inquiry and critical thinking amongst colleagues to advance nursing practice and patient/tūroro/tangata whai ora care. ● Participates in peer review/feedback. ● Pro-actively participates in own performance development and review. ● Seeks and attends educational opportunities relevant to Nurse Specialist role and scope of practice. ● Applies critical reasoning and professional judgement to nursing practice issues/decisions. ● Fosters the provision of positive patient/tūroro/tangata whai ora outcomes and person-centred care. ● Contributes to the development of integrated service delivery across the continuum of care. ● Identifies situations of clinical and organisational risk and take appropriate actions to ensure a safe environment for patients/tūroro/tangata whai ora, families/whānau and staff. ● Role models and enhances advanced nursing practice and contributes to the development of the profession locally, regionally and nationally. ● Undertakes or leads specific service or organisational portfolio responsibilities as required.

Key Responsibility Area	Expected Outcomes
Management of Nursing Care Includes accountability related to the patient/ client assessment and management of nursing care that is supported by nursing knowledge and evidenced based research	• Provides direct care and uses advanced nursing knowledge and skills to assess, plan, implement and evaluate patients/tūroro/tangata whai ora/family/whānau health needs. • Facilitates effective discharge planning and/or referral processes to health care providers and support agencies to meet identified health needs. • Monitors clinical outcomes/indicators and manages variance to clinical pathway, protocols or best practice guidelines. • Educates and provides information to patients/tūroro/tangata whai ora/family/whānau to improve knowledge of disease/ illness, self-management, prevention of complications and promotion of recovery. • Identifies barriers and solutions to access for patient/tūroro/tangata whai ora, family or whānau. • Accurately documents assessments of patients/tūroro/tangata whai ora health status, diagnosis and decisions made regarding interventions and referrals or follow-up. • Participates in case review and debriefing activities as required. • Role models culturally safe nursing practice. • Fosters the provision of positive patient/tūroro/tangata whai ora outcomes and person-centred care
Interpersonal Relationship Includes accountability for interpersonal and therapeutic communication with patients/tūroro/tangata whai ora and members of the health care team	• Models the process of whanaungatanga in interpersonal and therapeutic communication and engagement with patients/tūroro/tangata whai ora/whānau and members of the healthcare team. • Promotes effective teamwork and collaborative relationships within the multi- disciplinary team and across health care settings to achieve best health outcomes. • Undertakes education and clinical teaching to support the professional development of colleagues and student nurses. • Demonstrates skilled mentoring/coaching, teaching and supervision of nursing staff and other health professionals. • Acts as a nursing resource providing expert advice and education to nursing staff and other health care professionals/family/whānau within scope of speciality practice. • Identifies and supports staff education and professional development based on knowledge of service needs and aligned with Te Tai Tokerau strategic direction. • Fosters the implementation of organisational and nursing goals and values. • Promotes Te Tai Tokerau as a centre of excellence for nursing practice.

Key Responsibility Area	Expected Outcomes
Inter- professional Health Care and Quality Improvement Includes accountability for evaluating the effectiveness of care and promotion of a nursing perspective within the health care team	**Continuous quality improvement** • Evaluates the effectiveness, efficiency and safety of clinical practice. • Contributes to projects and research that enhance the clinical implementation of evidence-based practice • Demonstrates commitment to quality improvements, risk management and resource utilisation. • Reviews and develops clinical standards/protocols and policies and facilitates clinical audits processes. • Works in collaboration with other relevant nursing leaders to define and implement the strategies that support quality improvement and participates in quality reviews. • Assists in the implementation of nursing practice and models of care appropriate to patient/tūroro/tangata whai ora population needs. • Assists in the implementation and management of initiatives to address differential access to healthcare services for Māori. • Participates in the development of strategic and operational service plans. **Evidence based practice** • Fosters inquiry, critical thinking and research skill acquisition among the nursing workforce to advance nursing practice and patient/tūroro/tangata whai ora. • Works to ensure that recommended best practice guidelines/policies are research based and relevant across the organisation. • Contributes to and participates in Te Tai Tokerau and national policy development. • Participates in case review and debriefing activities as require and follows escalation processes.

Key Responsibility Area	Expected Outcomes

Health and Safety	• Ensures compliance with designated responsibilities detailed in Te Whatu Ora – Health New Zealand Te Tai Tokerau Health and Safety Policy and annual objectives.
	• Promotes an environment of physical, occupational, cultural, ethical and legal safety.
	• Participates in the organisation's Health and Safety Management training programme.
	• Observes and promotes safe work practices, rules and instructions relating to work, and be pro-active in hazard management.
	• Willingly co-operates in the achievement of all health and safety goals and initiatives by:
	  ○ Practising and observing safe work methods;
	  ○ Using equipment safely;
	  ○ Reporting unsafe conditions or equipment; and
	  ○ Reporting and documenting all accidents or incidents.

Privacy and Confidentiality	• Undertakes all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora – Health New Zealand Te Tai Tokerau. • Completes mandatory induction training on privacy responsibilities.
Equity	• Commits to helping patients/tūroro/tangata whai ora achieve equitable health outcomes. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Supports the dismantling of policies, procedures and practices that contribute to inequity. • Supports Māori-led responses. • Supports Pacific-led responses.
Whānau-centric	• Supports improved service engagement with whānau. • Supports people and service user experience in the design, delivery and evaluation of services.
Resilient Services	• Demonstrates performance improvement and efficiency. • Supports the implementation of agreed continuous improvement initiatives.
Risk	• Actively participates in Te Tai Tokerau approach to risk management.
Digital Recordkeeping	• Supports digital tools that foster organisational effectiveness. • Creates accurate and appropriate records to support and evidence business activities and regularly files to ensure that corporate information is secure, unchanged and not removed until its compliant disposal date.

Matters which must be referred to the Charge Nurse/Manager

- Identified nursing safety and quality issues
- Non-adherence to identified clinical standards failure
- Any nursing and or professional issue that may affect the reputation of Te Whatu Ora Te Tai Tokerau

Authorities

Delegated financial authority Nil

Functional Relationships

The Clinical Nurse Specialist will develop and maintain excellent relationships with:

Internal	External
• Clinical Leader(s) and Directors/Clinical Nurse/Manager • Registered Nurses/Midwifes • Nurse Specialists/Senior Nurses • Health Care Assistants • Interdisciplinary Team • Patients/tūroro/tangata whai ora/family/ whānau • Te Poutokomanawa • PSQiD staff • Nursing & Midwifery Directorate staff	• Nursing Council of New Zealand • Professional bodies and associations e.g. College of Aotearoa • External providers relevant to area of practice • Other Te Whatu Ora districts • Tertiary education providers • Health providers • Consumer advocates and agencies

About you – to succeed in this role

You will have

Essential	Desirable
• A commitment to biculturalism • A commitment to achieving equitable outcomes for Māori • Registration with the Nursing Council of New Zealand (NCNZ) • Evidence of competence to practice within the Registered Nurse scope of practice • A current Annual Practicing Certificate (APC)	• Master's degree • Research skills including data analysis and critical appraisal skills and clinical audit • Experience in multi-disciplinary clinical teaching. • Strategic planning and policy development skills • Understanding of government health policy • Project management experience

• A current Expert Registered Nurse Professional Development and Recognition Programme (PDRP) Portfolio • Specialty knowledge and practice expertise. • Postgraduate diploma in specialty nursing practice. • Working towards completion of Master's degree in nursing or healthrelated area • Knowledge of quality improvement processes and principles • A personal commitment to ongoing learning and development	• Ability to facilitate and manage change at a local level

You will be able to

Essential	Desirable
• Demonstrate an understanding of the articles and principles of Te Tiriti o Waitangi, including how to apply the principles in a meaningful way in your role • Demonstrate alignment with Te Tai Tokerau values • Work constructively as part of a team	• Experience in multi-disciplinary clinical teaching • Leadership and patient/tūroro/tangata whai ora management skills

Critical Competencies

Teamwork

- Collaborates with fellow team members and work groups to achieve specific objectives.
- Seeks out opportunities to support others in achieving goals.
- Actively contributes to and accepts decisions.
- Recognises and respects individual differences.

Bicultural Approach

- Understands the significance of, and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way.
- Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve outcomes for Māori.

Self-Management

- Sets high personal standards and strives to achieve goals.
- Is proactive and displays initiative.
- Is resilient to change.
- Understands and acknowledges personal and professional limitations.
- Is aware of professional boundaries and code of conduct.
- Ability to work to deadlines to achieve outcomes.

Patient/tūroro/tangata whai ora Population Focused

- Develops positive relationships with the patients/tūroro/tangata whai ora, treating them respectfully and as a first priority.

Communication/Interpersonal Skills

- Empathises with others and considers their needs and feelings.
- Actively listens, drawing out information and checking understanding.
- Communicates information effectively and accurately, both orally and in writing. Adjusts style to the recipients and considers their frame of reference.

Professionalism

- Shows courtesy, respect caring for patients/tūroro/tangata whai ora and their whānau/family in all aspects of nursing practice.
- Demonstrates compassion.

Innovation

- Contributes to group/area discussions that focus on reviewing current practice to optimise patient/tūroro/tangata whai ora care.

Flexibility

- Ability to flex within the scope of Registered Nurse practice to meet the changing needs of patients/tūroro/tangata whai ora and their whānau/family.
- Responds positively and collegially, to requests for help from other team members.

Planning, Evaluating and Monitoring

- Has the ability to plan, monitor and evaluate care using realistic timeframes and appropriate resources.
- Is proactive in escalating patient/tūroro/tangata whai ora care concerns.

Variation of 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 may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by: ----------

Signature: ----------

Date: ----------

Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title ----------

Signature of employee: ----------

Date: ----------